

FIG. 1 (PRIOR ART)

2/34

200

208

P

\$3.35 US POSTAGE
PRIORITY MAIL
* SAMPLE *
PALO ALTO CA 94301

204

206

endicia.com 071V00500588

USPS PRIORITY MAIL®

212 JOHN DOE
ACME WIDGET COMPANY
347 MAIN STREET
PALO ALTO, CA 94301-1041

endicia™

SHIP ENVELOPE MANAGER SOFTWARE 214
TO: 247 HIGH ST
PALO ALTO, CA 94301-1041
216

e/USPS DELIVERY CONFIRM

220 218

222 0190 5213 3070 2211 5878

POSTAL USE ONLY

CONFIDENTIAL

THE INFORMATION YOU REQUESTED
IS ENCLOSED
www.endicia.com

FIG. 2

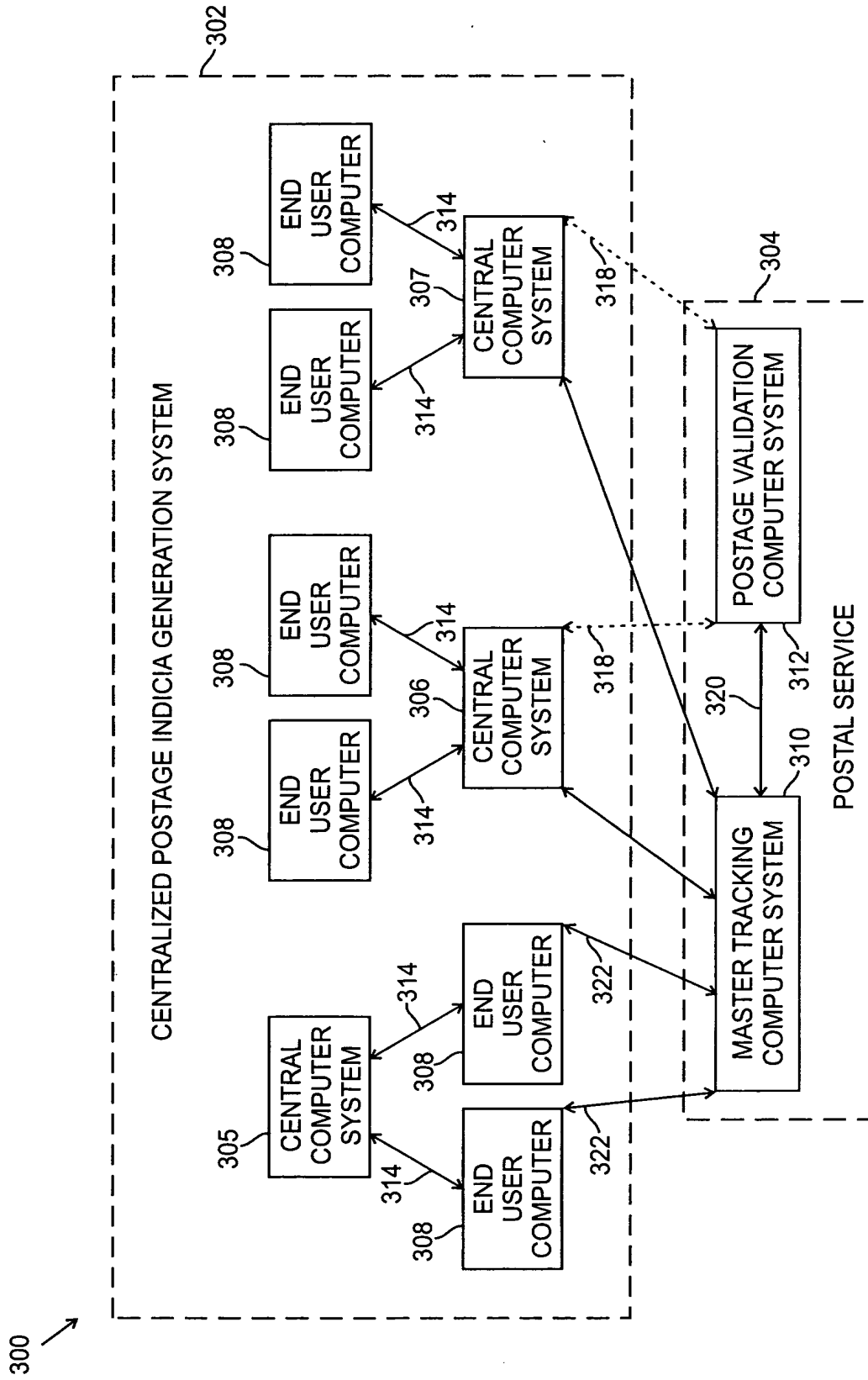


FIG. 3

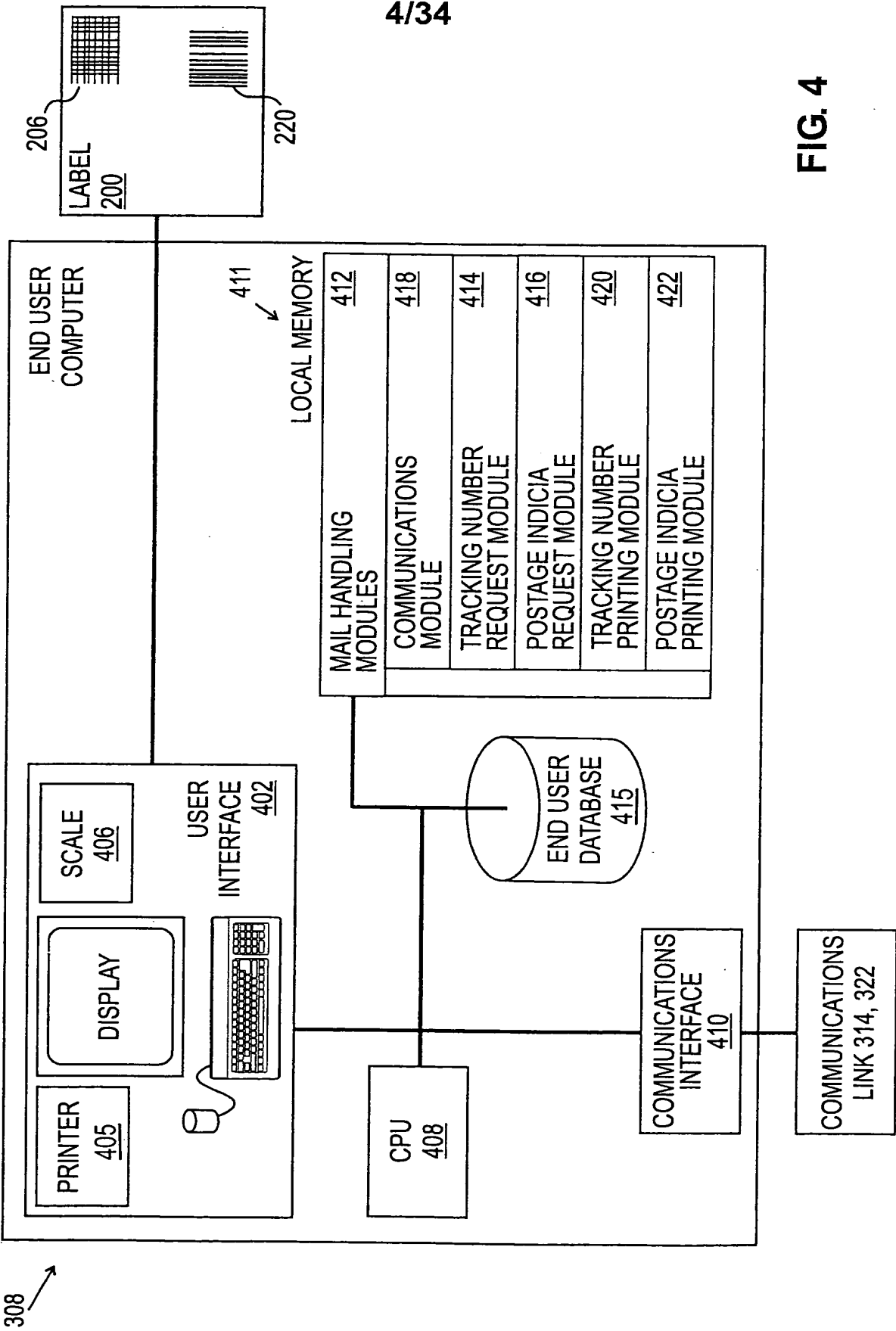


FIG. 4

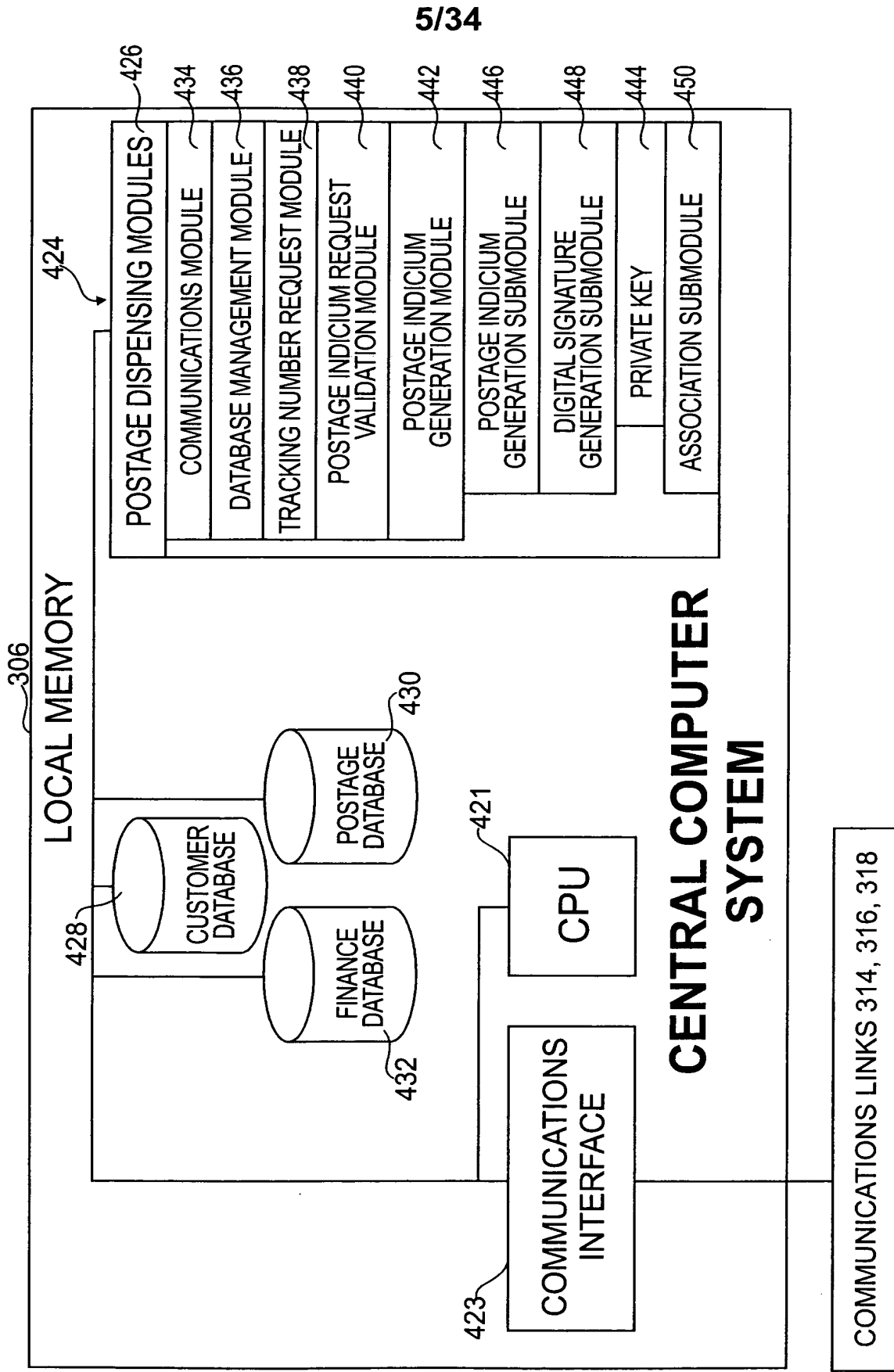


FIG. 5

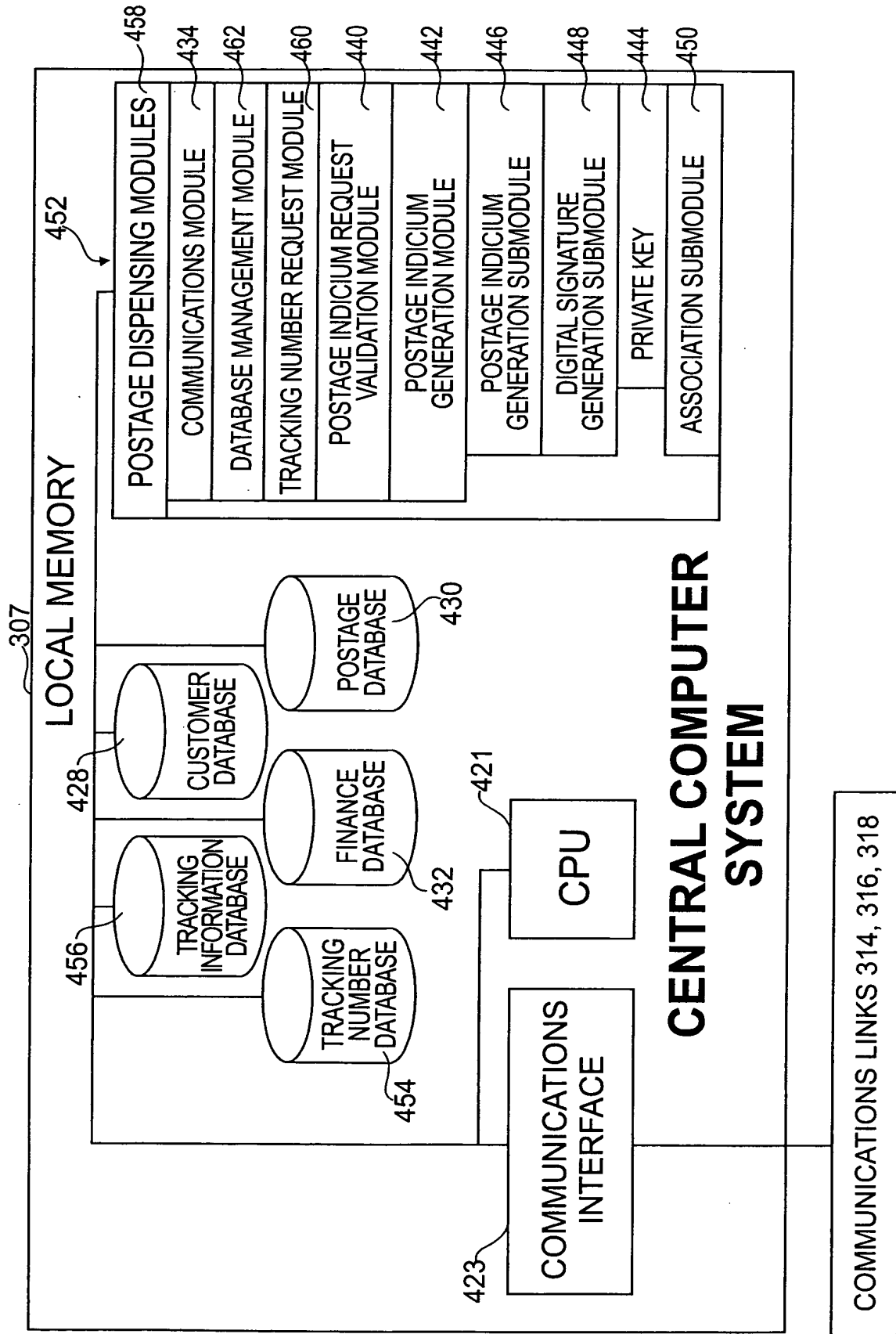


FIG. 6

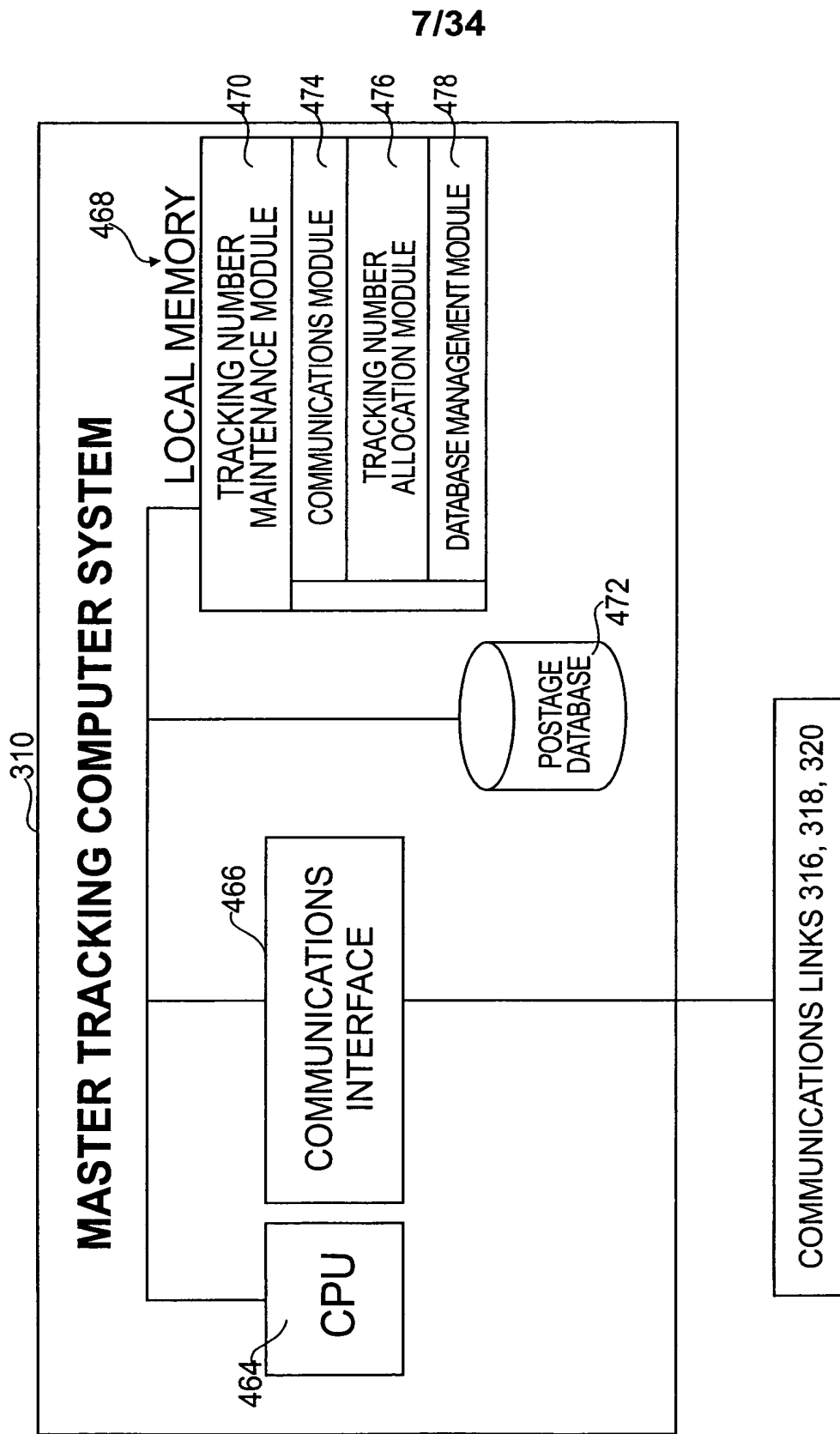


FIG. 7

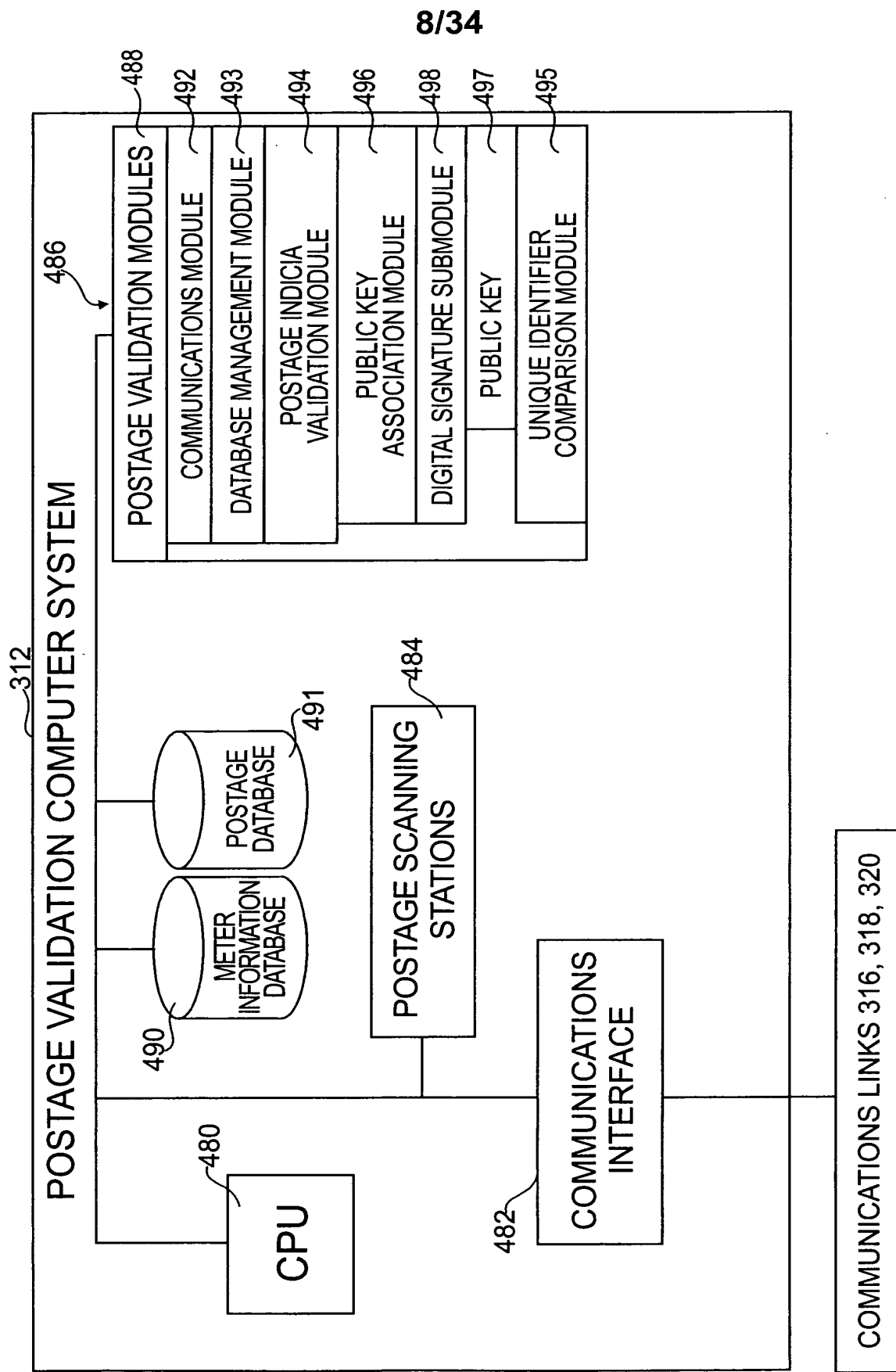


FIG. 8

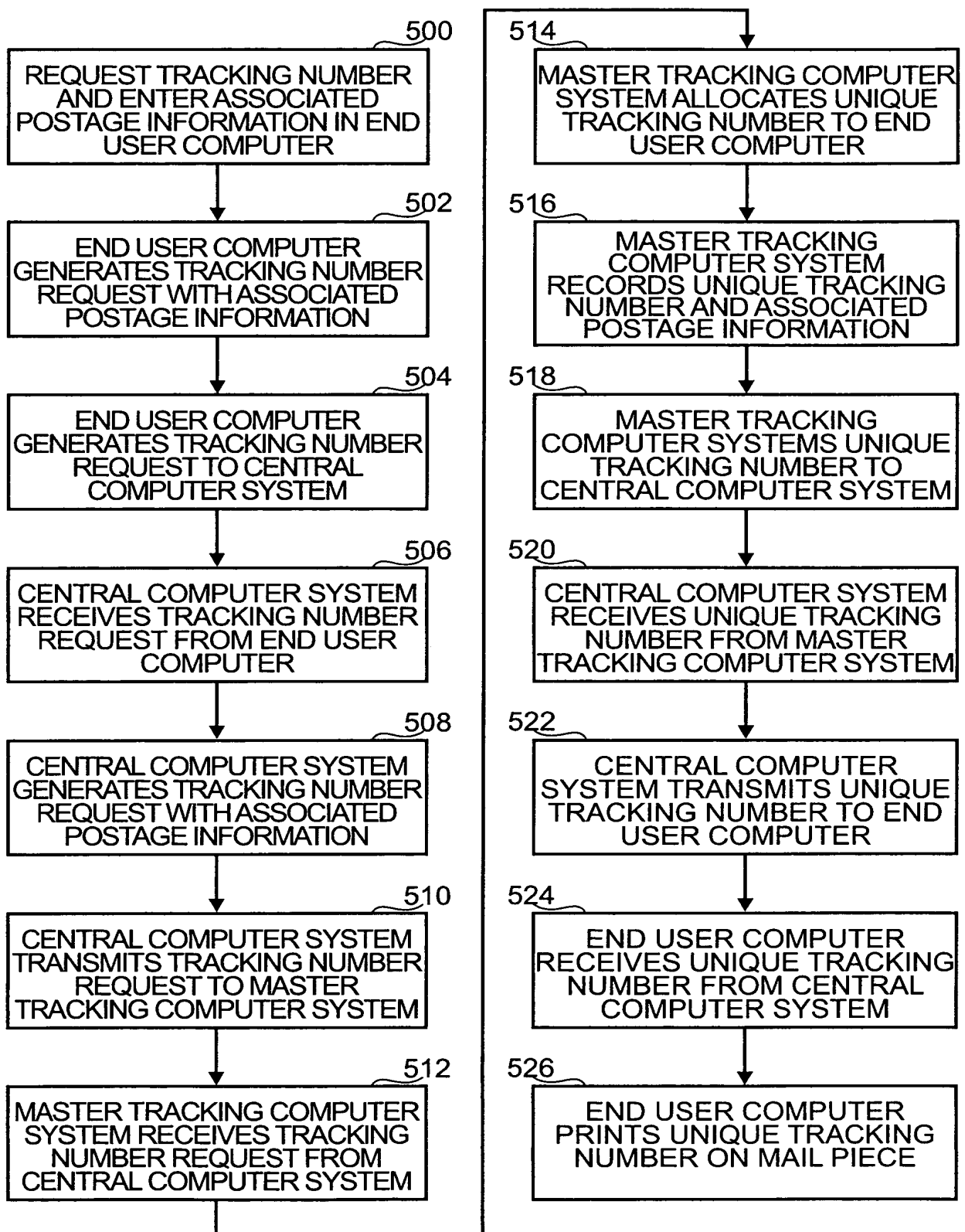


FIG. 9

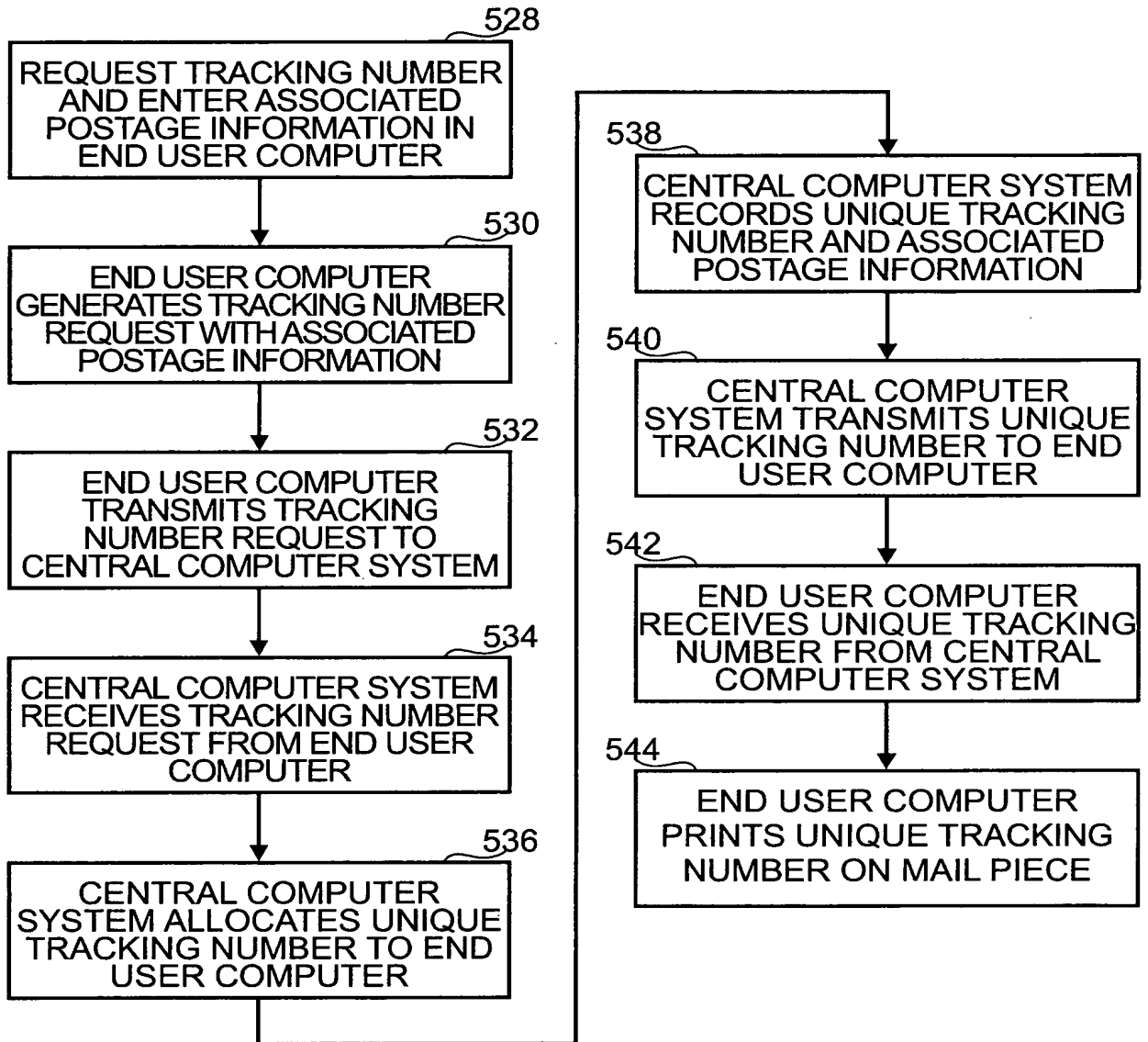


FIG. 10

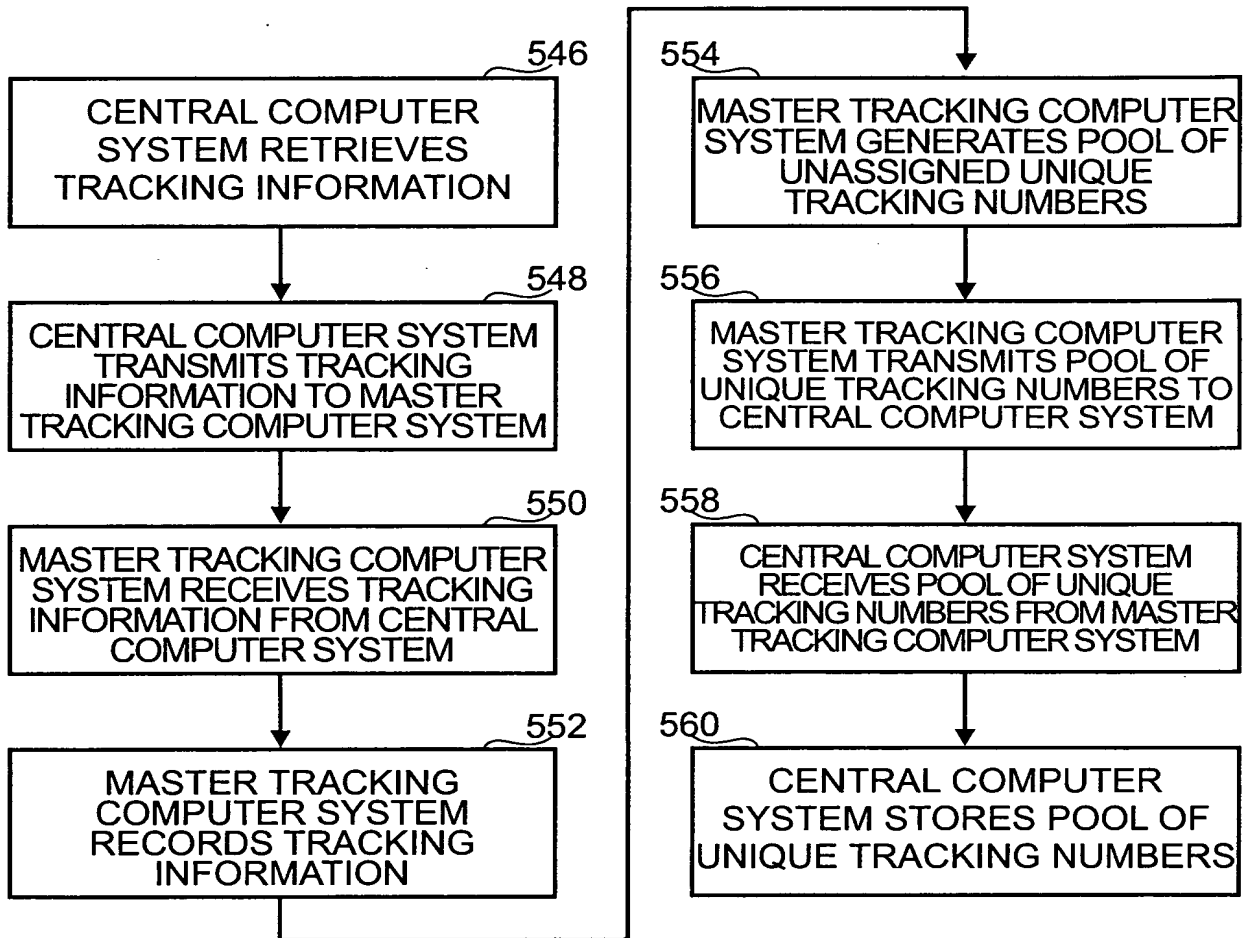


FIG. 11

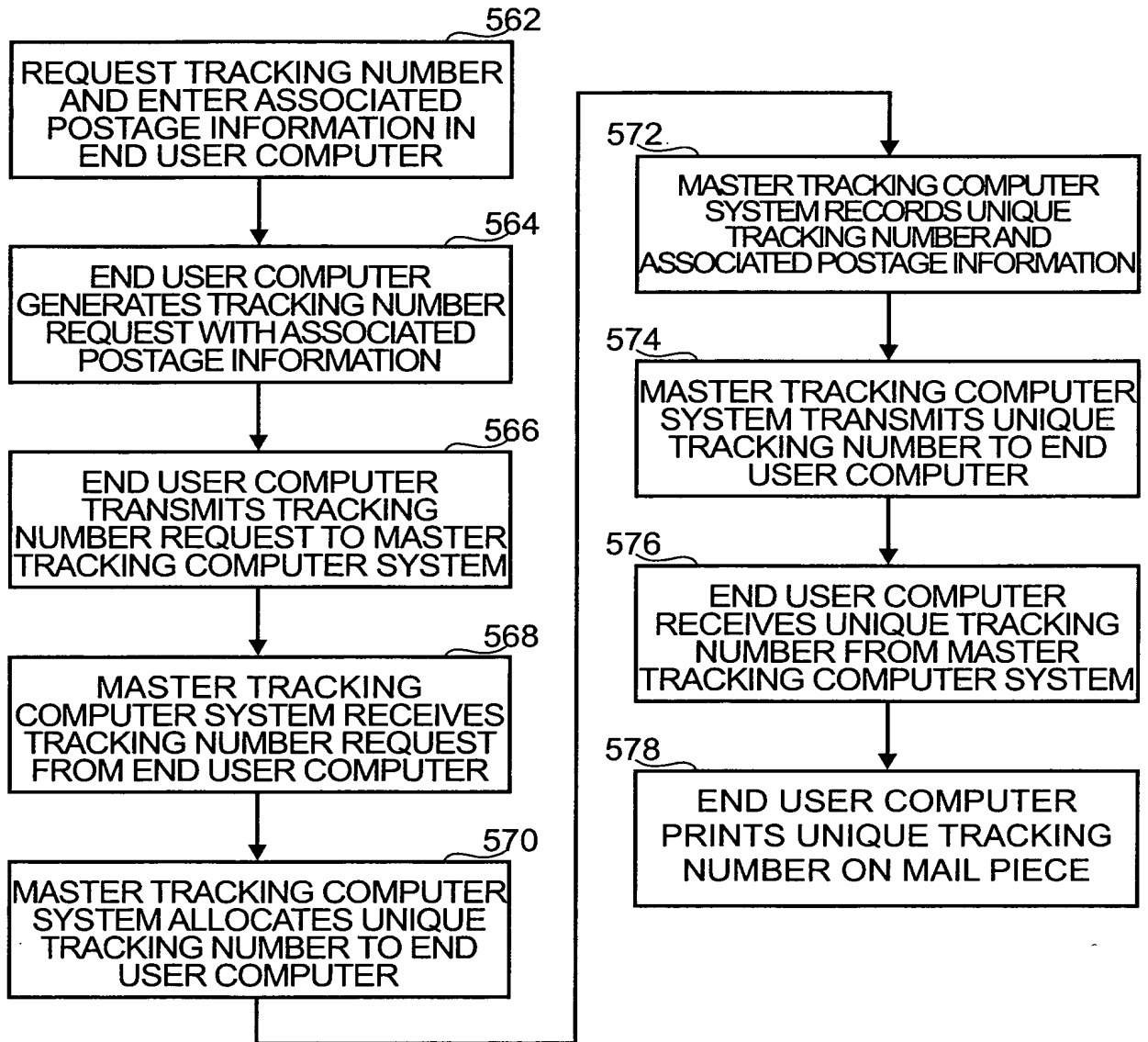


FIG. 12

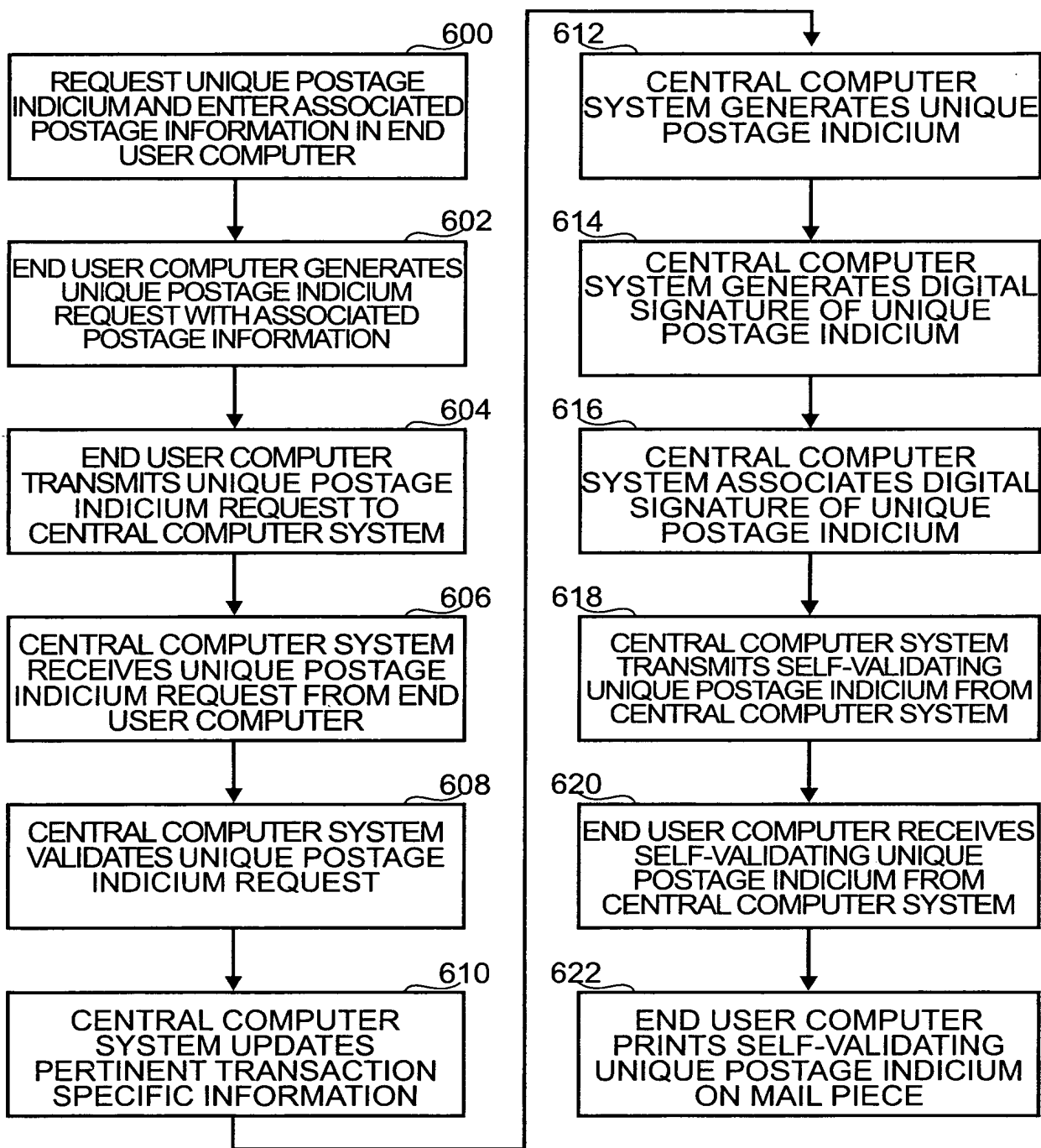


FIG. 13

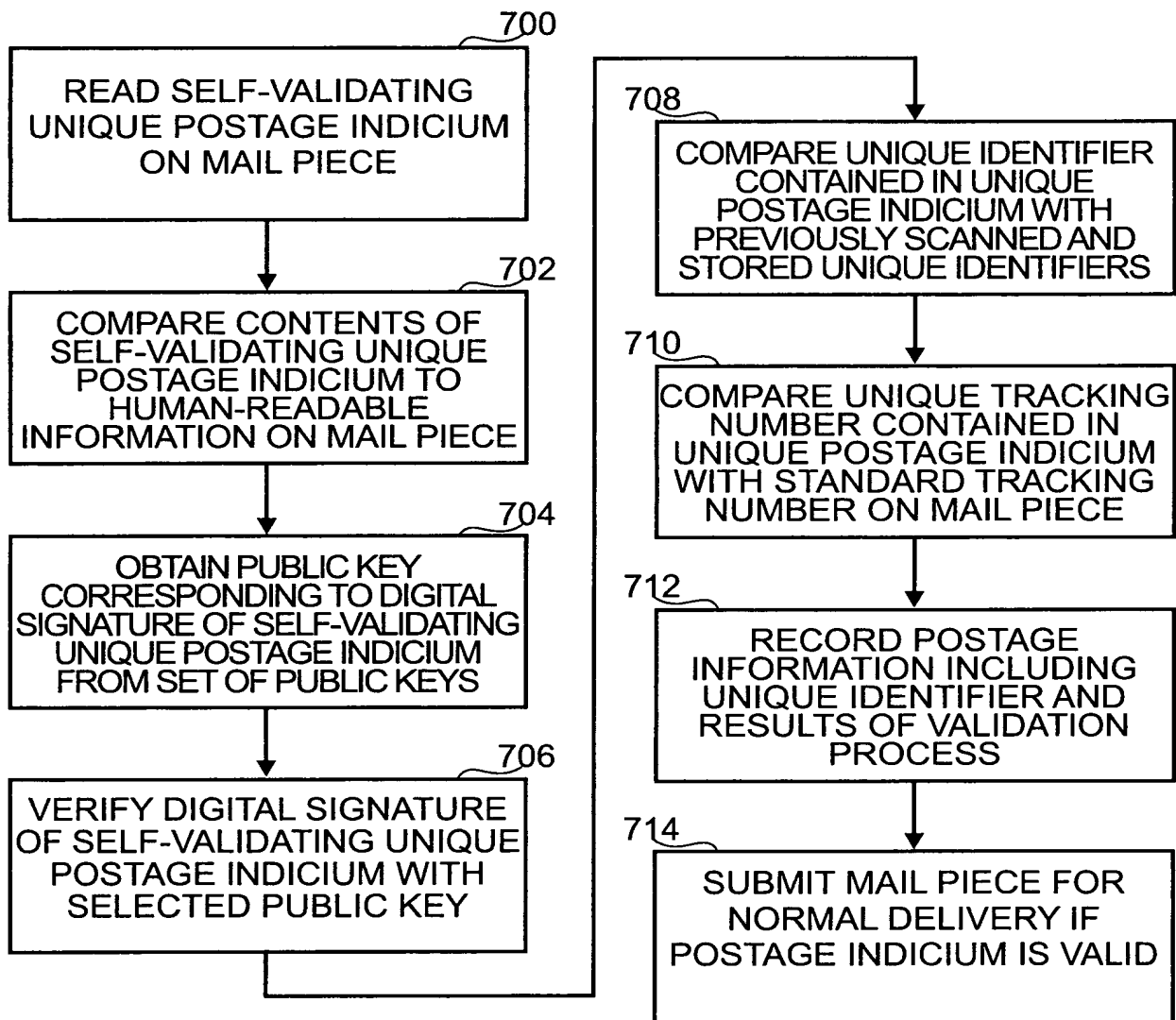


FIG. 14

15/34

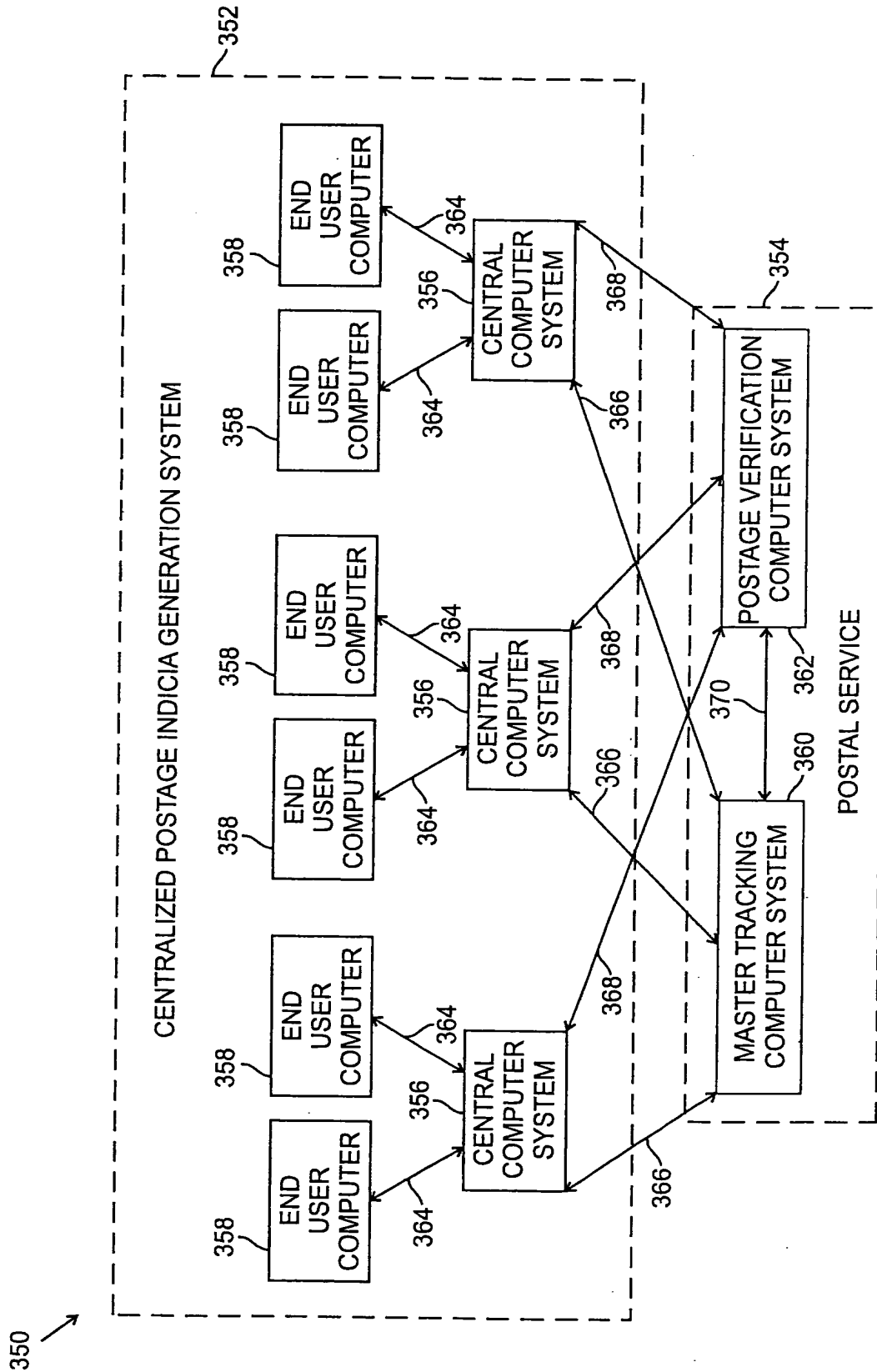


FIG. 15

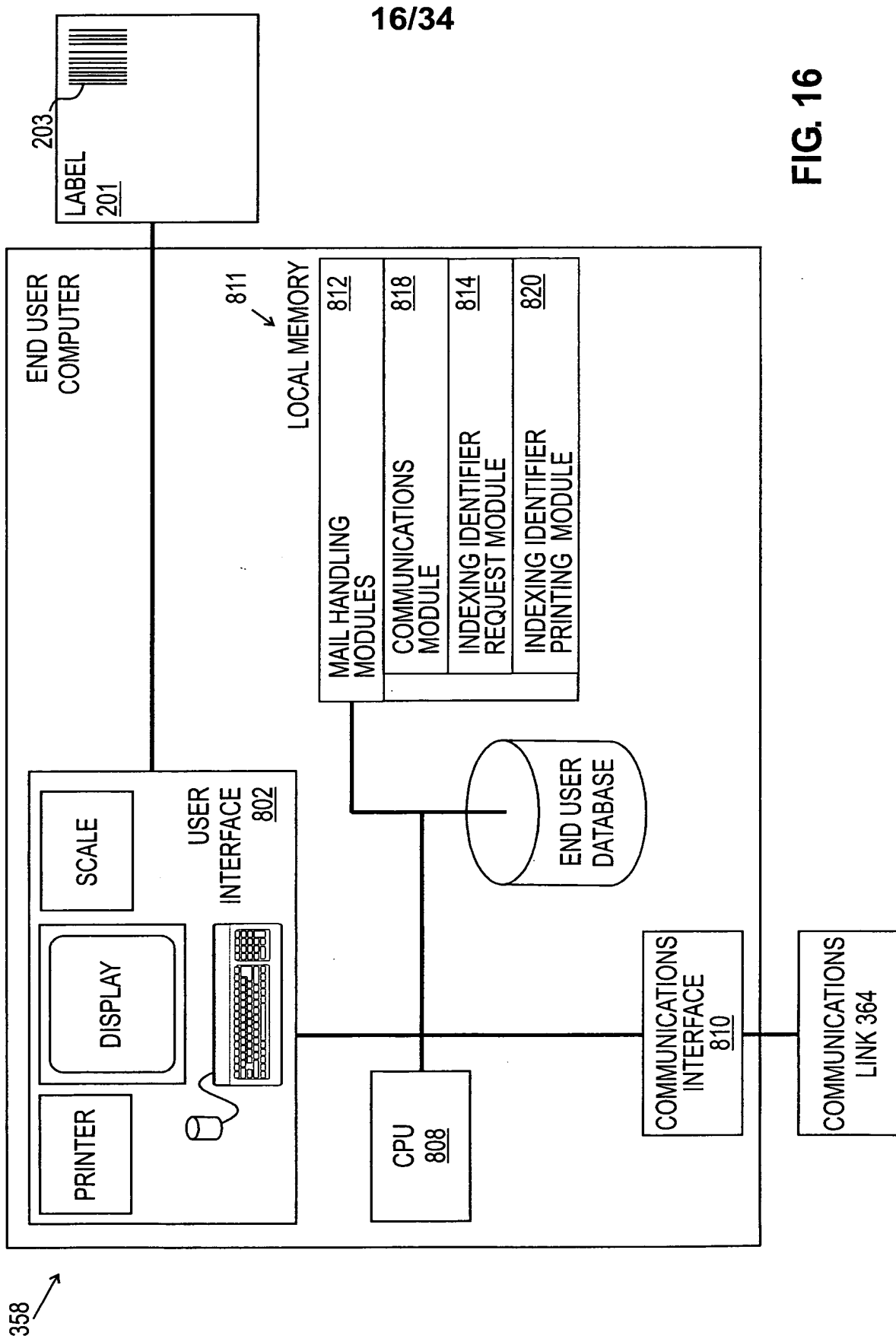


FIG. 16

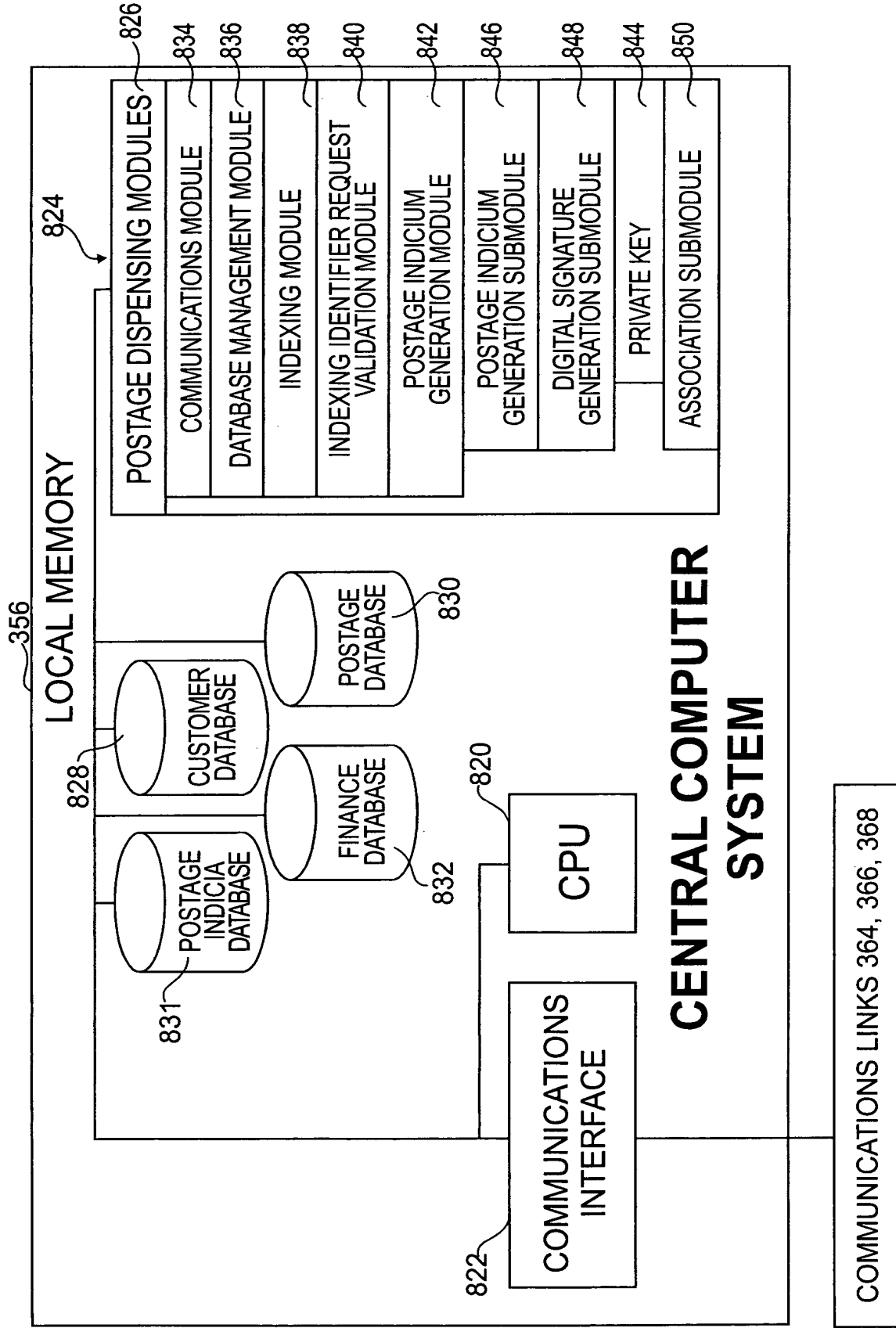


FIG. 17

18/34

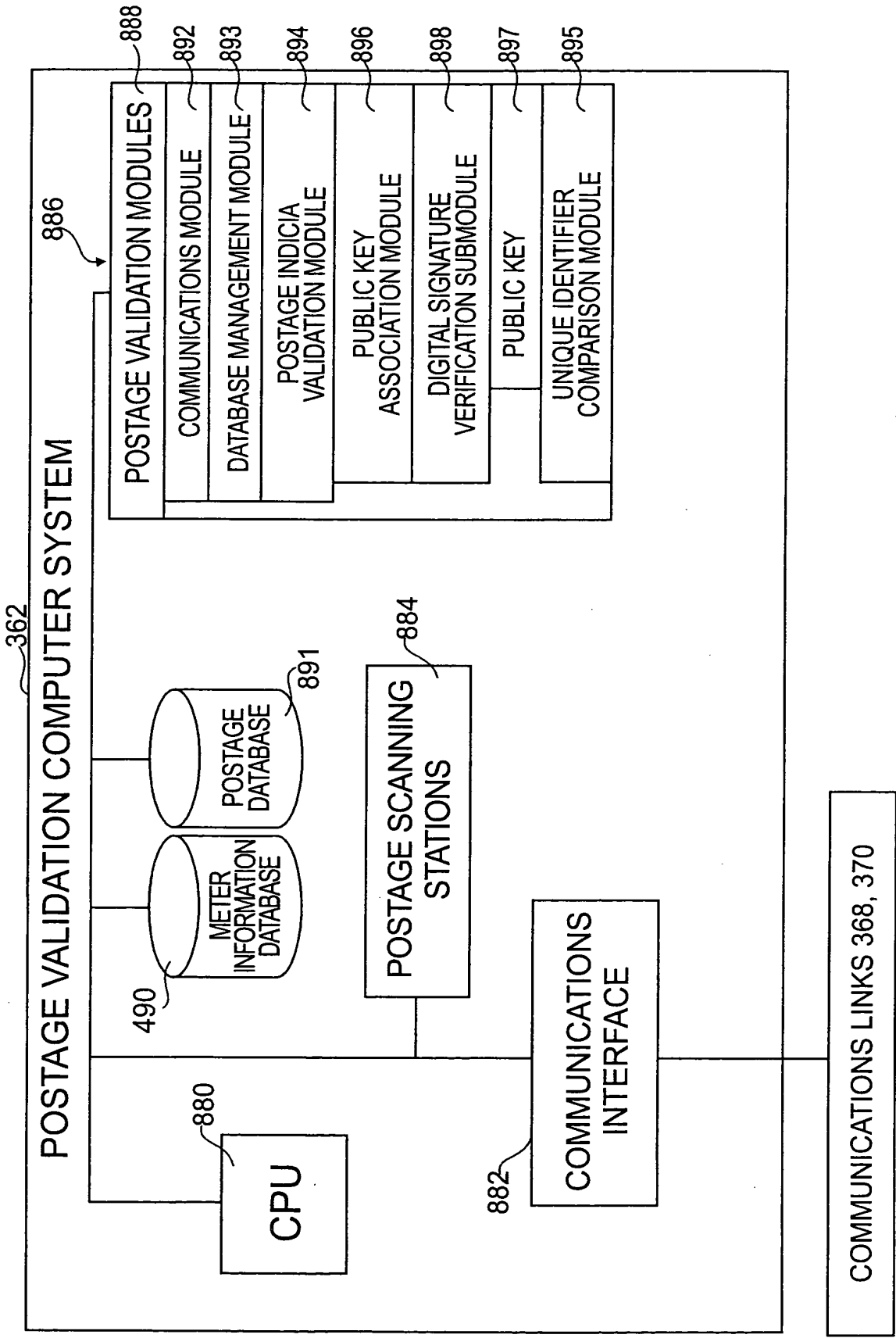


FIG. 18

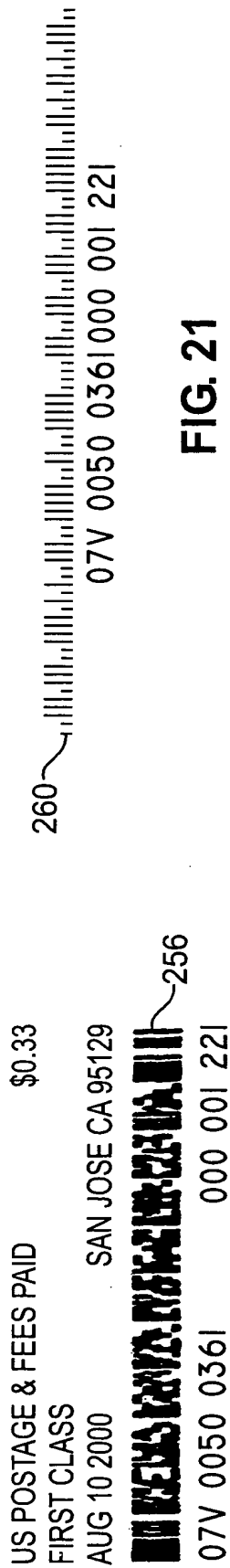


FIG. 19



FIG. 20

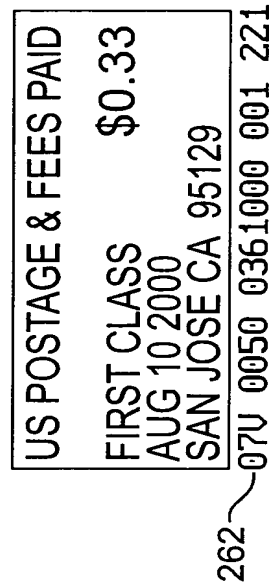


FIG. 22

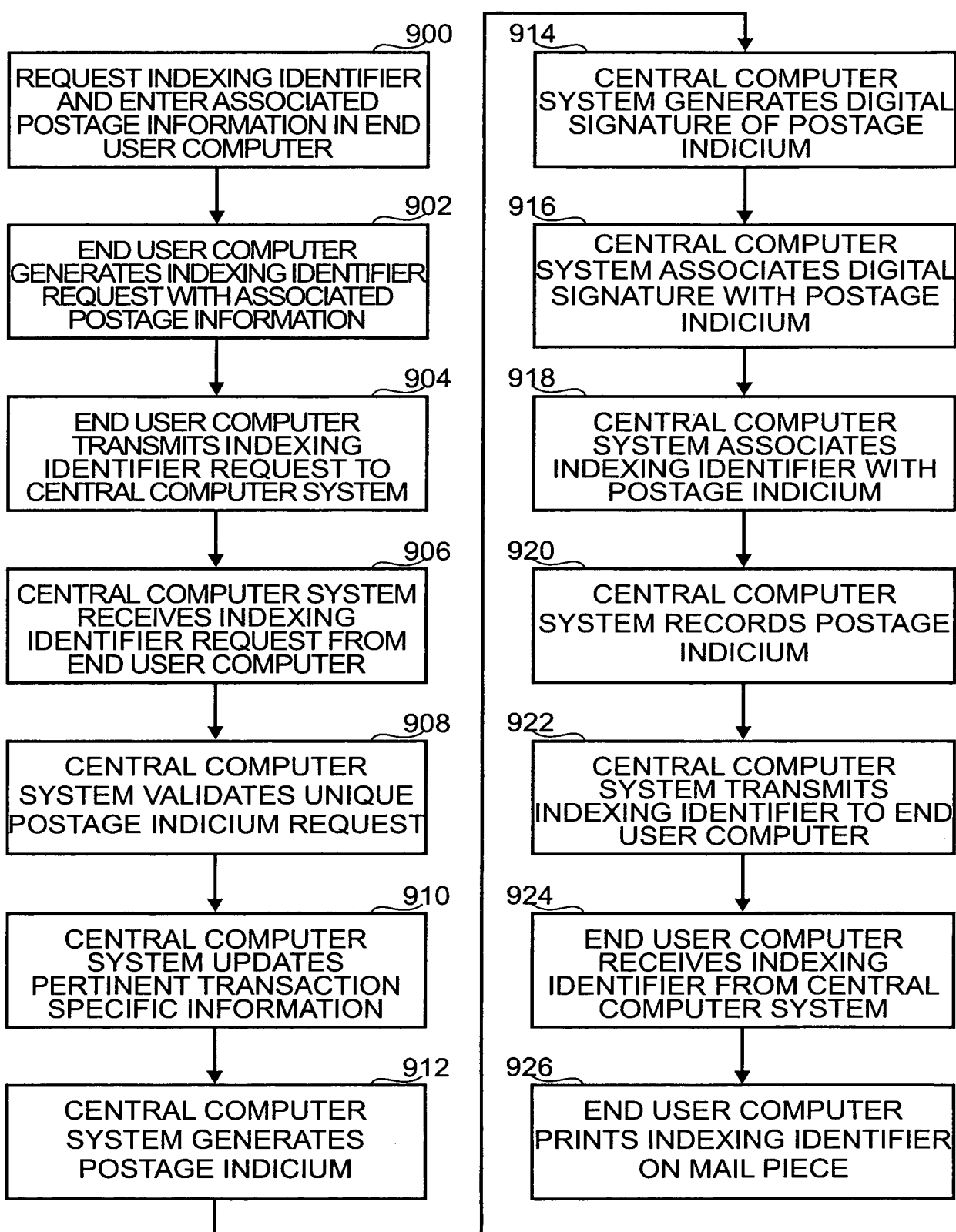


FIG. 23

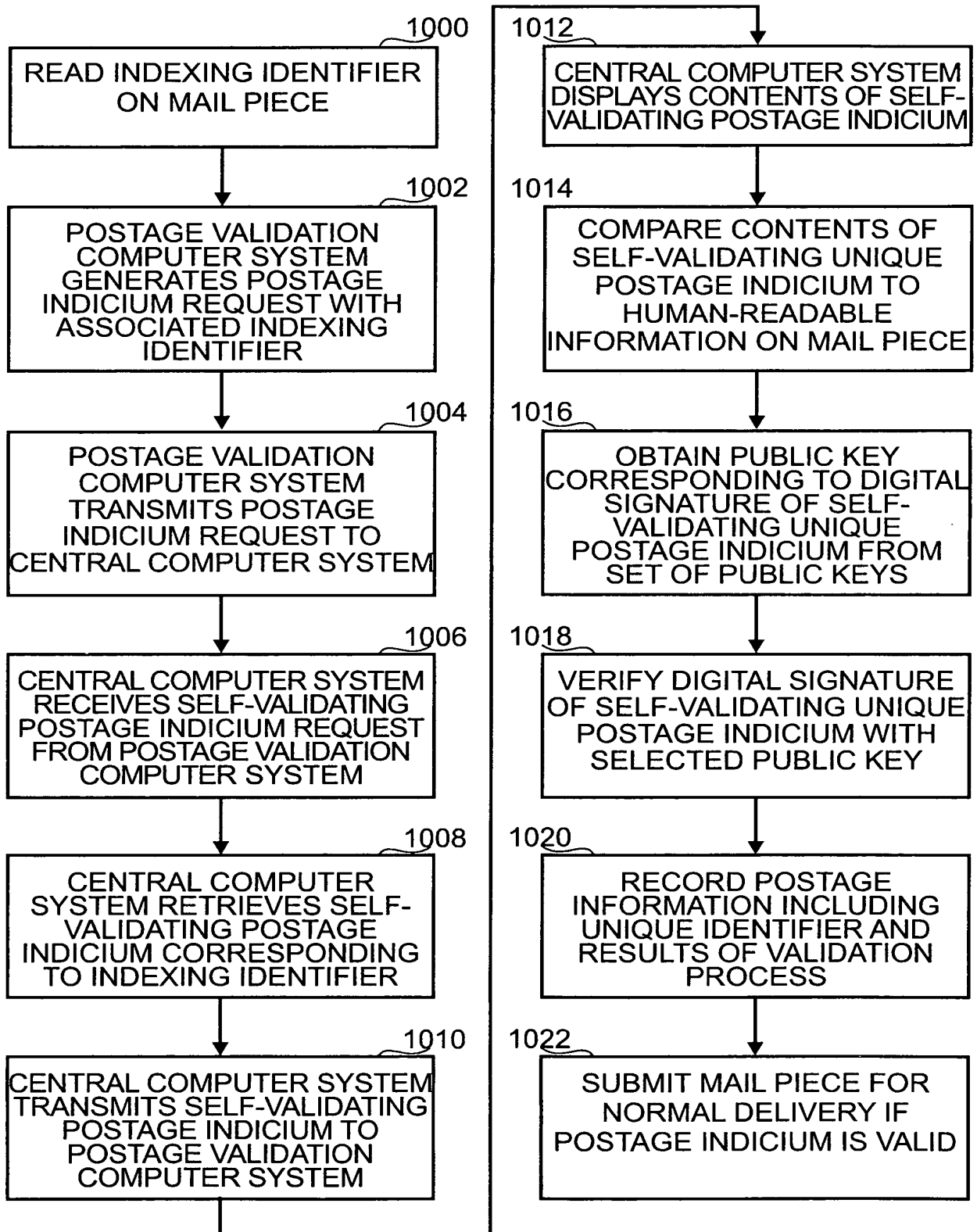


FIG. 24

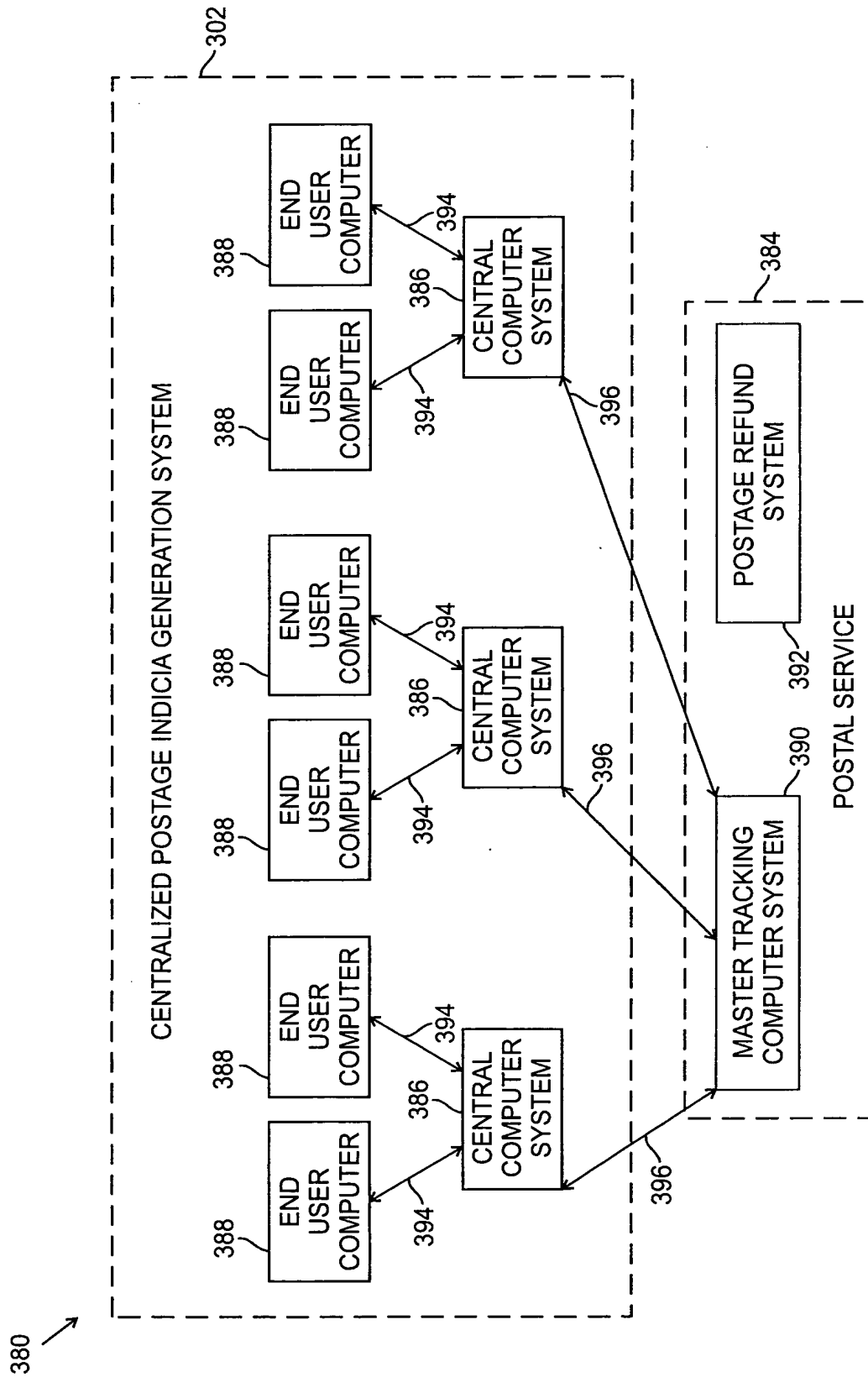


FIG. 25



| | | | | |
|---|--------------------|---------------------------------|----------------|---|
| ENDICIA INTERNET POSTAGE | | | | |
| FILE | EDIT | VIEW | GO | TOOLS HELP |
| BACK | FORWARD | REFRESH | HOME | SEARCH TOOLS PRINT STOP |
| ADDRESS: HTTP://WWW.ENDICIA.COM/ENDICIA-USA/XXXXXXXX/XXXXXXXX | | | | |
|  HOME PRODUCTS SUPPORT ACCOUNT BUY STUFF | | | | |
| DUPLICATE SAME-DAY TRANSACTION AUDIT PLEASE ENTER A VALID SERIAL NUMBER | | | | |
| | | <div>GO</div> <div>500381</div> | | |
| TRANSACTION | DESTINATION | SERVICE CLASS | POSTAGE | UPS TRANSACTION STATUS/DESCRIPTION |
| PIECE NO. 21307 | CUSTOMER NAME | PRIORITY MAIL W/DELIVERY CONF. | \$ 45.25 | ACCEPTED IN ROUTE (?) |
| PRINTED AT 17:36:57 | COMPANY NAME | 01805213807148638065 | | YOUR ITEM WAS ACCEPTED AT 10:00 PM |
| ITEM NOT REFUNDED | ADDRESS LINE 1 | | | ON AUGUST 21 IN PALO ALTO CA 94001 |
| ELIGIBLE FOR REFUND | XXXXXXXXXX | | | |
| REFUND | EMAIL: NONE | | | |
| PIECE NO. 21308 | CUSTOMER NAME | PRIORITY MAIL W/DELIVERY CONF. | \$ 45.26 | XXXXXXXXXX |
| PRINTED AT 17:48:33 | COMPANY NAME | 01805213807127708169 | | YOUR ITEM WAS DELIVERED AT 1:04 PM |
| ITEM NOT REFUNDED | ADDRESS LINE 1 | | | ON AUGUST 23 IN MEMPHIS TN 38134 |
| NON-REFUNDABLE | XXXXXXXXXX | | | |
| STATUS CODE D | EMAIL: NONE | | | |
| <div>RETURN TO ACCOUNT MANAGEMENT</div> | | | | |
| Company Info Contact Us 1-800-576-3279x140 Privacy Policy USPS Guidelines Copyright © 2000-2002, Envelope Manager Software. All rights reserved. | | | | |

FIG. 26

| | | | | |
|---|-------------------------|-------------------------------------|----------------------------------|-----------------------------------|
| ENDICIA INTERNET POSTAGE | | | | |
| FILE | EDIT | VIEW | GO | TOOLS HELP |
| BACK | FORWARD | REFRESH | HOME | SEARCH TOOLS PRINT STOP |
| ADDRESS: HTTP://WWW.ENDICIA.COM/ENDICIA-USA/REFUNDDUPMEM.CFM | | | | |
|  HOME PRODUCTS SUPPORT ACCOUNT BUY STUFF | | | | |
| DUPLICATE SAME-DAY TRANSACTION AUDIT | | | | |
| PLEASE ENTER A VALID SERIAL NUMBER | | | | |
| | | <input type="text" value="500361"/> | | |
| | | <input type="button" value="GO"/> | | |
| ACCOUNT | TRANSACTION DATA | DESTINATION ZIP | SERVICE CLASS | POSTAGE |
| 500361 | 6/28/2001 | 10201-2584 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.95 GET STATUS |
| 500361 | 6/28/2001 | 96601-2696 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.95 GET STATUS |
| 500361 | 6/29/2001 | 56201-2854 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.95 GET STATUS |
| 500361 | 6/29/2001 | 49568-0943 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.50 GET STATUS |
| 500361 | 6/29/2001 | 56701-2894 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.50 GET STATUS |
| 500361 | 6/30/2001 | 56691-3467 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.95 GET STATUS |
| 500361 | 6/30/2001 | 53676-2943 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.50 GET STATUS |
| 500361 | 6/30/2001 | 56432-2924 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.95 GET STATUS |
| 500361 | 6/31/2001 | 56361-2921 | PRIORITY MAIL W/ DELIVERY OPTION | \$3.95 GET STATUS |

Company Info | [Contact Us](#) | 1-800-576-3279x140 | [Privacy Policy](#) | [USPS Guidelines](#)
 Copyright © 2000-2002, Envelope Manager Software. All rights reserved.

FIG. 27


| | | | | | | | | | |
|---|------------|----------------------------|------------|----------------------|-------|-----------------------|------------|---|--|
| ENDICIA INTERNET POSTAGE | | | | | | | | | |
| FILE EDIT VIEW GO TOOLS HELP | | | | | | | | | |
| BACK FORWARD REFRESH HOME SEARCH TOOLS PRINT STOP | | | | | | | | | |
| ADDRESS: HTTP://WWW.ENDICIA.COM/ENDICIA-USA/REFUNDAUDEM.M.CFM | | | | | | | | | |
|  HOME PRODUCTS SUPPORT ACCOUNT BUY STUFF | | | | | | | | | |
| REFUND PATTERN AUDIT | | | | | | | | | |
| STARTING DATE | 07/10/2001 | ENDING DATE | 07/10/2001 | REFUND THRESHOLD (%) | 10 | GO | | | |
| STARTING TIME (GMT) | 00:00:01 | ENDING TIME (GMT) | 23:59:59 | | | | | | |
| ACCOUNT | | REFUNDED BY PHYSICAL PROOF | | REFUNDED BY AUDIT | | POSTAGE PRINTED NOTES | | | |
| 500361 CUSTOMER NAME | 174 11.8% | \$ 236.36 | 11.0% | 0 .0% | 0 .0% | 1,610 | \$ 2000.84 | + | |
| 501611 CUSTOMER NAME | 7 100.0% | \$ 21.34 | 100.0% | 0 .0% | 0 .0% | 7 | \$ 21.34 | + | |
| 500281 CUSTOMER NAME | 6 13.3% | \$ 20.33 | 40.0% | 0 .0% | 0 .0% | 36 | \$ 00.00 | + | |
| 502063 CUSTOMER NAME | 2 2.6% | \$ 120.36 | 13.4% | 0 .0% | 0 .0% | 78 | \$ 121.33 | + | |
| 501566 CUSTOMER NAME | 1 4.0% | \$ 3.00 | 28.0% | 0 .0% | 0 .0% | 21 | \$ 13.84 | + | |
| REPORT SUMMARY | | | | | | | | | |
| CUMULATIVE DATA | | NUMBER | | AMOUNT | | | | | |
| REFUNDED BY PHYSICAL PROOF | | 189 .08% | | \$464.53 | | .08% | | | |
| REFUNDED BY AUDIT | | 0 .00% | | 0 | | .00% | | | |
| POSTAGE PRINTED | | 249,658 | | \$504,307.26 | | | | | |
| RETURN TO SUPERVISORY MENU | | | | | | | | | |

FIG. 28

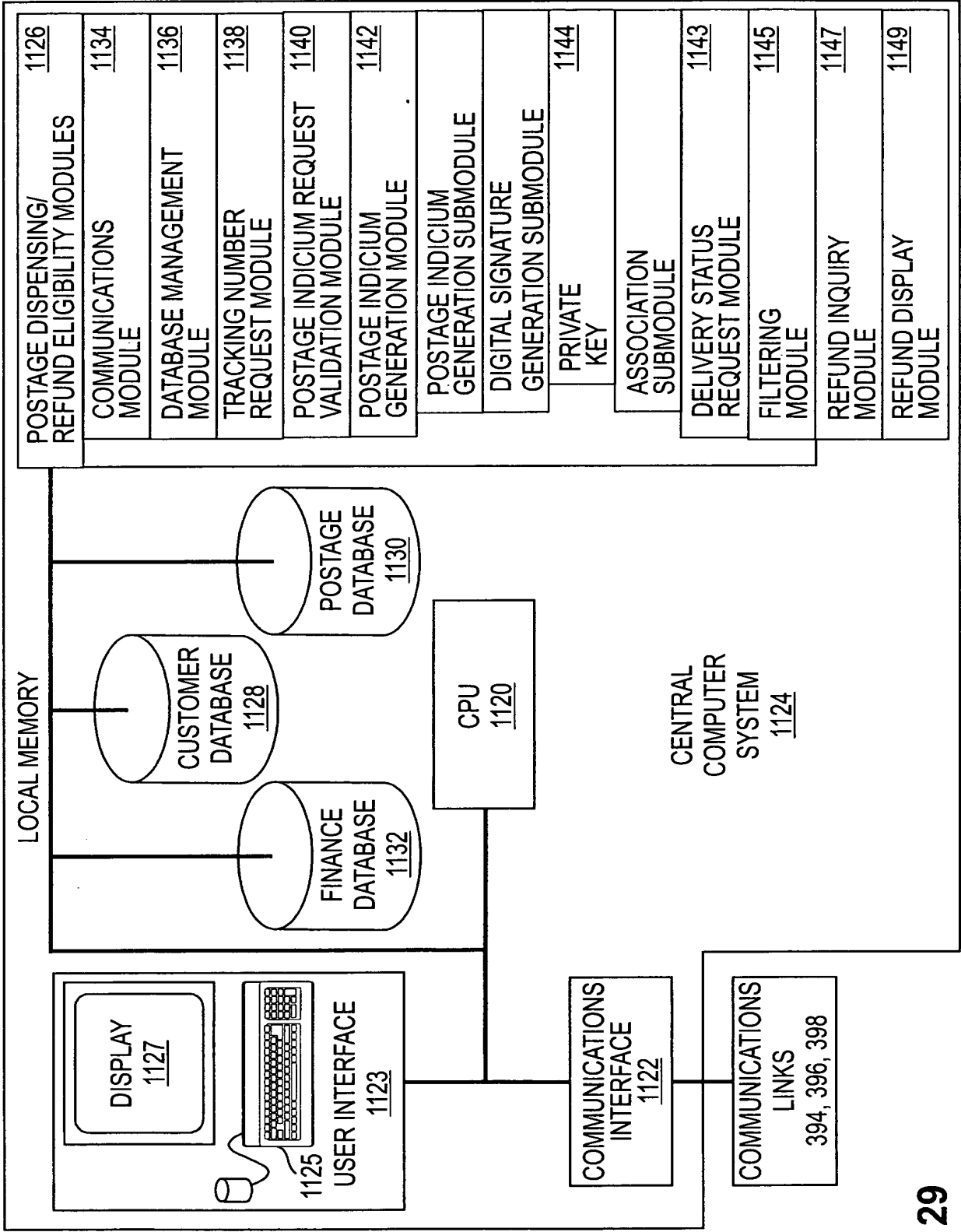


FIG. 29

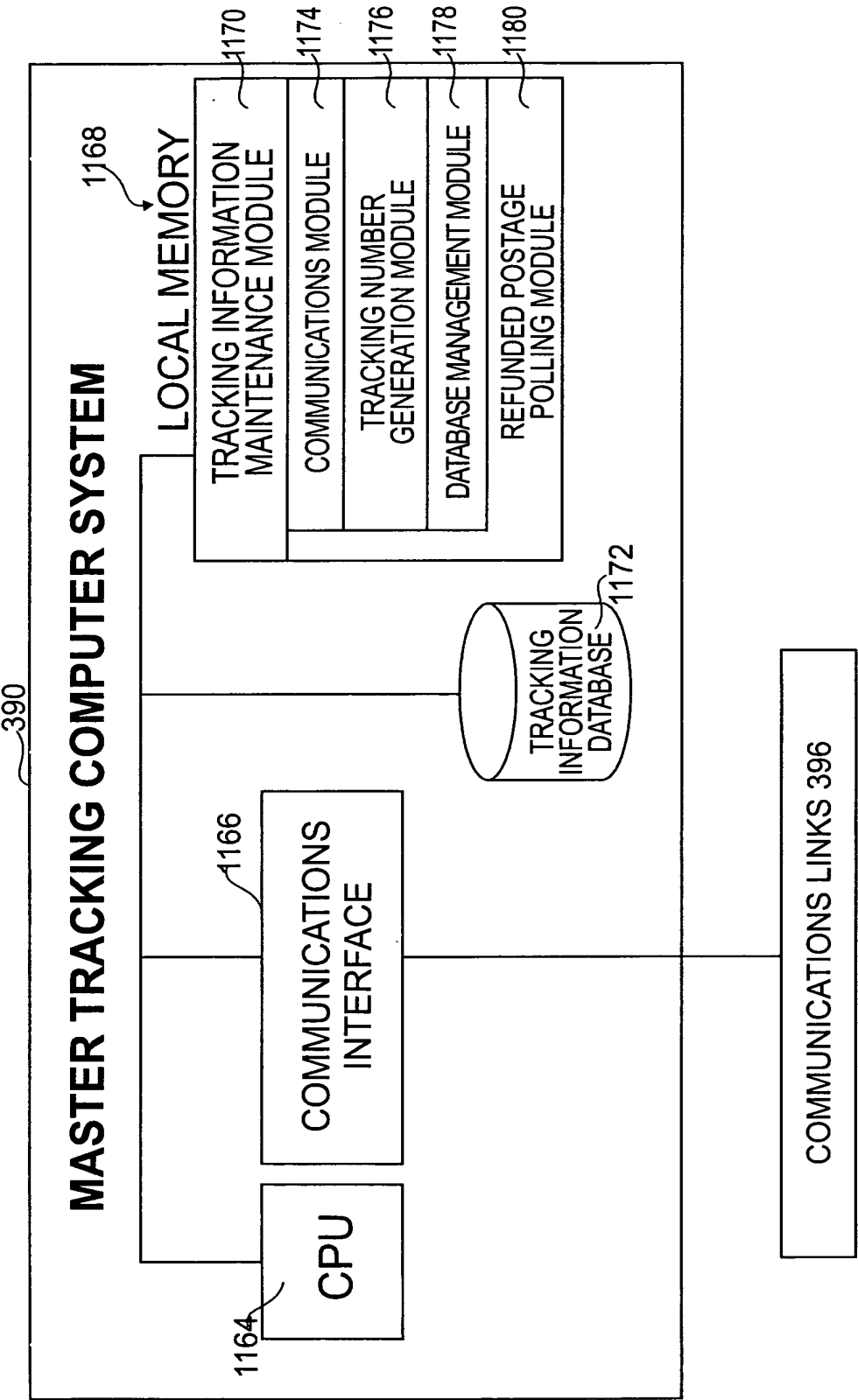


FIG. 30

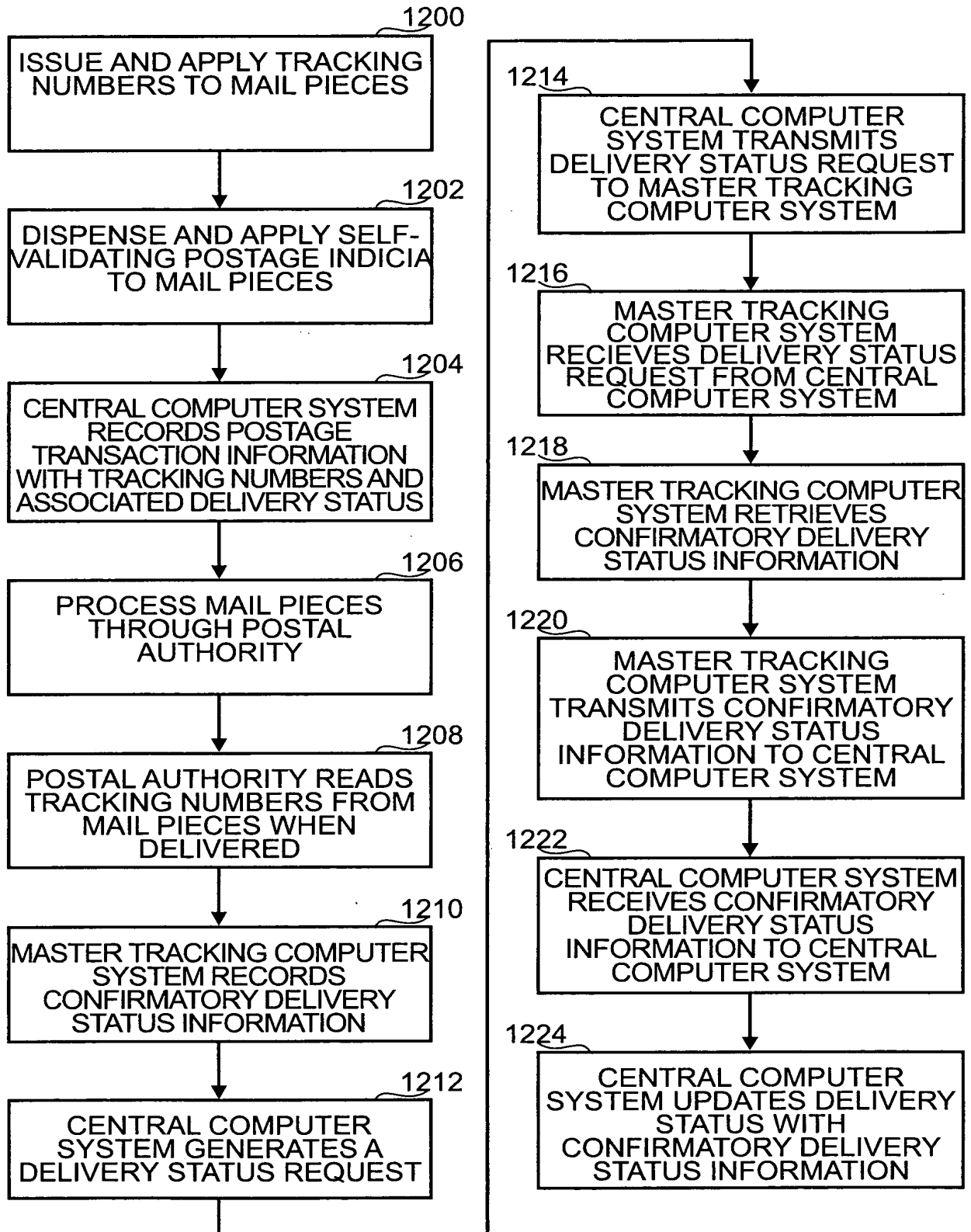


FIG. 31

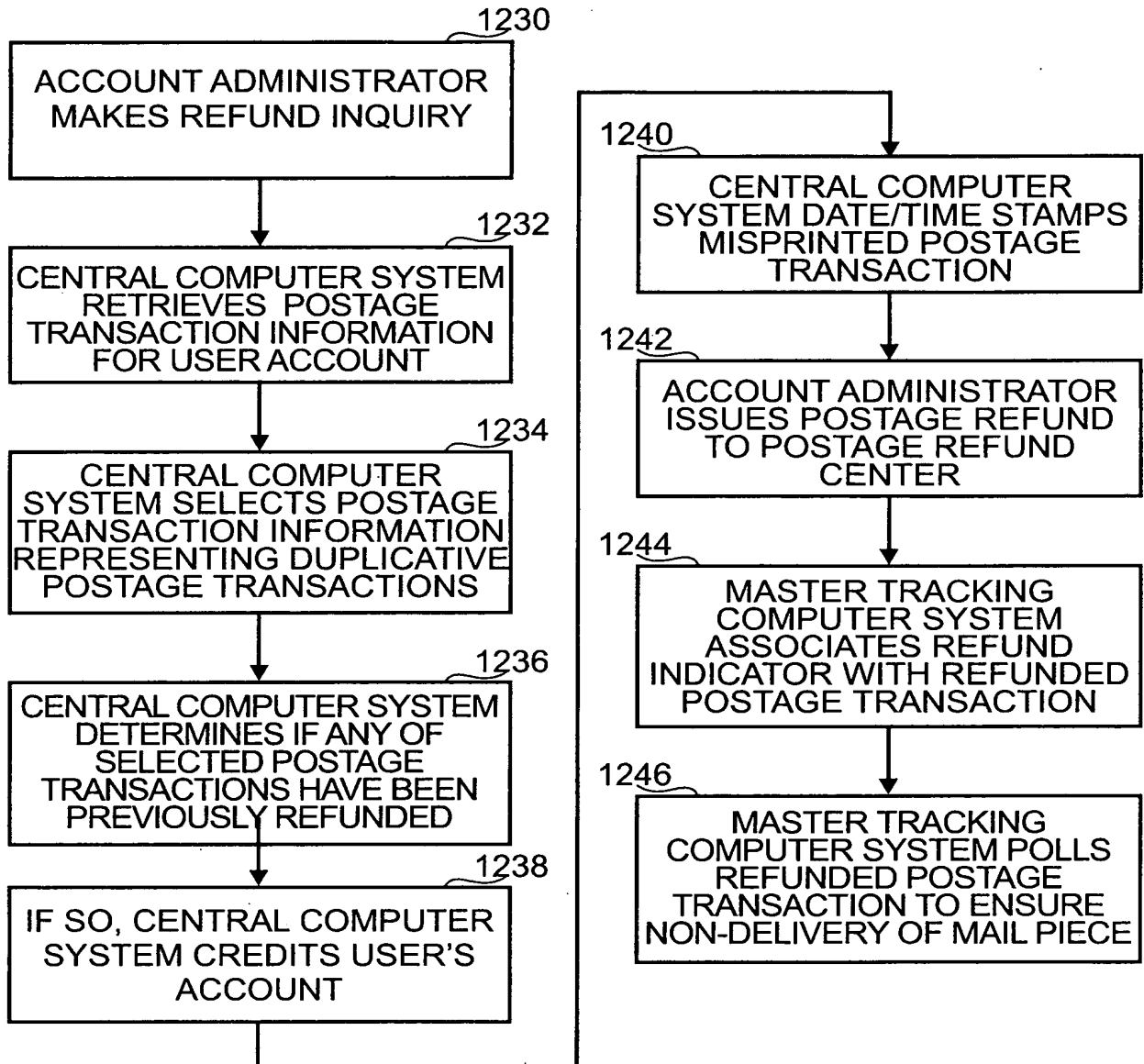


FIG. 32

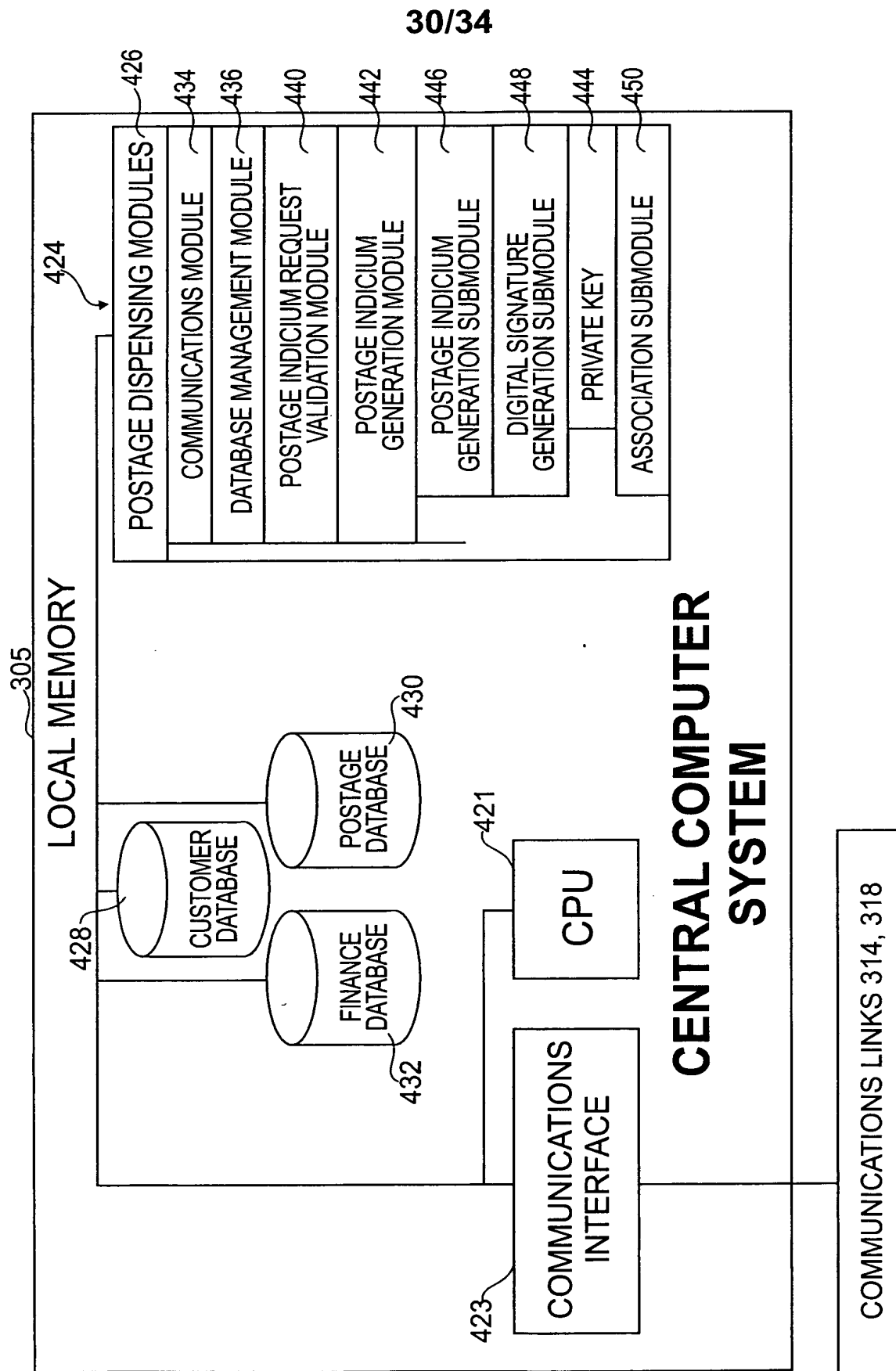


FIG. 33




| | | | | | | | | | |
|--|---|------------------------|--|-----|-----|-----|-----|-----|-----|
| ENDICIA INTERNET POSTAGE | | | | | | | | | |
| FILE | EDIT VIEW GO TOOLS HELP | | | | | | | | |
| BACK | FORWARD REFRESH HOME SEARCH TOOLS PRINT STOP | | | | | | | | |
| ADDRESS: HTTP://WWW.ENDICIA.COM/AUTH.CHM | | | | | | | | | |
|  | | | | | | | | | |
| Package Authentication Please enter a Package Identification Code (PIC number) below to lookup information on the package you received. The shipper information will only be displayed if authorized by the sender. Package Identification Code <input type="text"/> <input type="button" value="GO"/> The PIC number is printed below the tracking barcode on the package label. For Priority Mail, Parcel Post, Media Mail, Library Mail, and Bound Printed Matter, the PIC number is 20 digits long (for example, 018051234 567890 12345). For Express Mail, the PIC number is 13 characters long (for example, E0123456789US). | Mail Safety Tips Verify the information on your Endica packages using this web-page. Look for the following warning signs in your mail: <ul style="list-style-type: none"> • Unexpected mail. • Mail without a return address. • Mail sent with excess stamps. • Handwritten address. • Excessive amounts of tape. • Lopsided or lumpy packages. • Oil stains or strange odors. If you suspect a letter or package: <ul style="list-style-type: none"> • Do not open it. • Avoid handling it. • Do not shake it, bump it, or sniff it. • Wash your hands with soap and water. • Notify your local law enforcement. • • | | | | | | | | |
| USPS DELIVERY CONFIRM  018051234 567890 12345 PACKAGE IDENTIFICATION NUMBER (PIC) | USPS EXPRESS MAIL  018051234 5678 <table border="1"> <tr> <td colspan="2">POSTAL USE ONLY</td> </tr> <tr> <td>XXX</td> <td>XXX</td> </tr> <tr> <td>XXX</td> <td>XXX</td> </tr> <tr> <td>XXX</td> <td>XXX</td> </tr> </table> | POSTAL USE ONLY | | XXX | XXX | XXX | XXX | XXX | XXX |
| POSTAL USE ONLY | | | | | | | | | |
| XXX | XXX | | | | | | | | |
| XXX | XXX | | | | | | | | |
| XXX | XXX | | | | | | | | |
| Company Info Contact Us 1-800-576-3279x140 Privacy Policy USPS Guidelines Copyright © 2000-2002, Envelope Manager Software. All rights reserved. | | | | | | | | | |

FIG. 34


| | | | |
|--|---|--|---|
| ENDICIA INTERNET POSTAGE | | | |
| FILE | EDIT | VIEW | GO TOOLS HELP |
| BACK | FORWARD | REFRESH | HOME SEARCH TOOLS PRINT STOP |
| ADDRESS: HTTP://WWW.ENDICIA.COM/XXXXXXX/SUPPORT/XXXXXXX | | | |
|  HOME PRODUCTS SUPPORT ACCOUNT BUY STUFF | | | |
| PACKAGE PROFILE | | XXXXX XXXXXX INFORMATION | |
| NAME COMPANY | JOHN DOE ACME WIDGET CORPORATION | WEIGHT COMPANY | JOHN DOE ACME WIDGET CORPORATION |
| ADDRESS | 247 HIGH STREET PALO ALTO, CA 94201-1041 | ADDRESS | 247 HIGH STREET PALO ALTO, CA 94201-1041 |
| POST OFFICE | PALO ALTO, CA 94201 | POST OFFICE | PALO ALTO, CA 94201 |
| EMAIL PHONE FAX | JDOE@ACMEWIDGET.COM (800) 555-5555 (800) 555-4444 | EMAIL PHONE FAX | JDOE@ACMEWIDGET.COM (800) 555-5555 (800) 555-4444 |
| HOW TO USE THIS INFORMATION IF YOU ARE NOT EXPECTING THIS PACKAGE CONTACT THE SENDER FOR MORE INFORMATION. | | LOOK FOR THE FOLLOWING WARNING SIGNS IN YOUR MAIL: <ul style="list-style-type: none"> • UNEXPECTED MAIL OR MAIL WITHOUT A RETURN ADDRESS • MAIL SENT WITH HANDWRITTEN ADDRESS • MAIL SEALED WITH AN EXCESSIVE AMOUNT OF TAPE • LOPSIDED OR BUMPY PACKAGES, OR STAINS OR STRANGE ODORS | |
| CHECK THE MAIL PIECE INFORMATION ABOVE: <ul style="list-style-type: none"> • MAKE SURE THE PACKAGE ADDRESS MATCHES • MAKE SURE THE PACKAGE WEIGHT MATCHES • MAKE SURE THE MAILING DATE APPROXIMATELY MATCHES | | IF YOU SUSPECT A LETTER OR PACKAGE: <ul style="list-style-type: none"> • DO NOT OPEN IT AND AVOID HANDLING IT • DO NOT SHAKE IT, BURN IT, OR SMELL IT • WASH YOUR HANDS THOROUGHLY WITH SOAP AND WATER • NOTIFY YOUR LOCAL LAW ENFORCEMENT | |
| THIS INFORMATION DOES NOT GUARANTEE THAT YOUR PACKAGES ARE SAFE. ALWAYS USE COMMON SENSE WHEN HANDLING MAIL AND DO NOT HANDLE ANY SUSPICIOUS LETTERS OR PACKAGES. | | | |
| Company Info Contact Us 1-800-576-3279x140 Privacy Policy USPS Guidelines Copyright © 2000-2002, Envelope Manager Software. All rights reserved. | | | |

FIG. 35

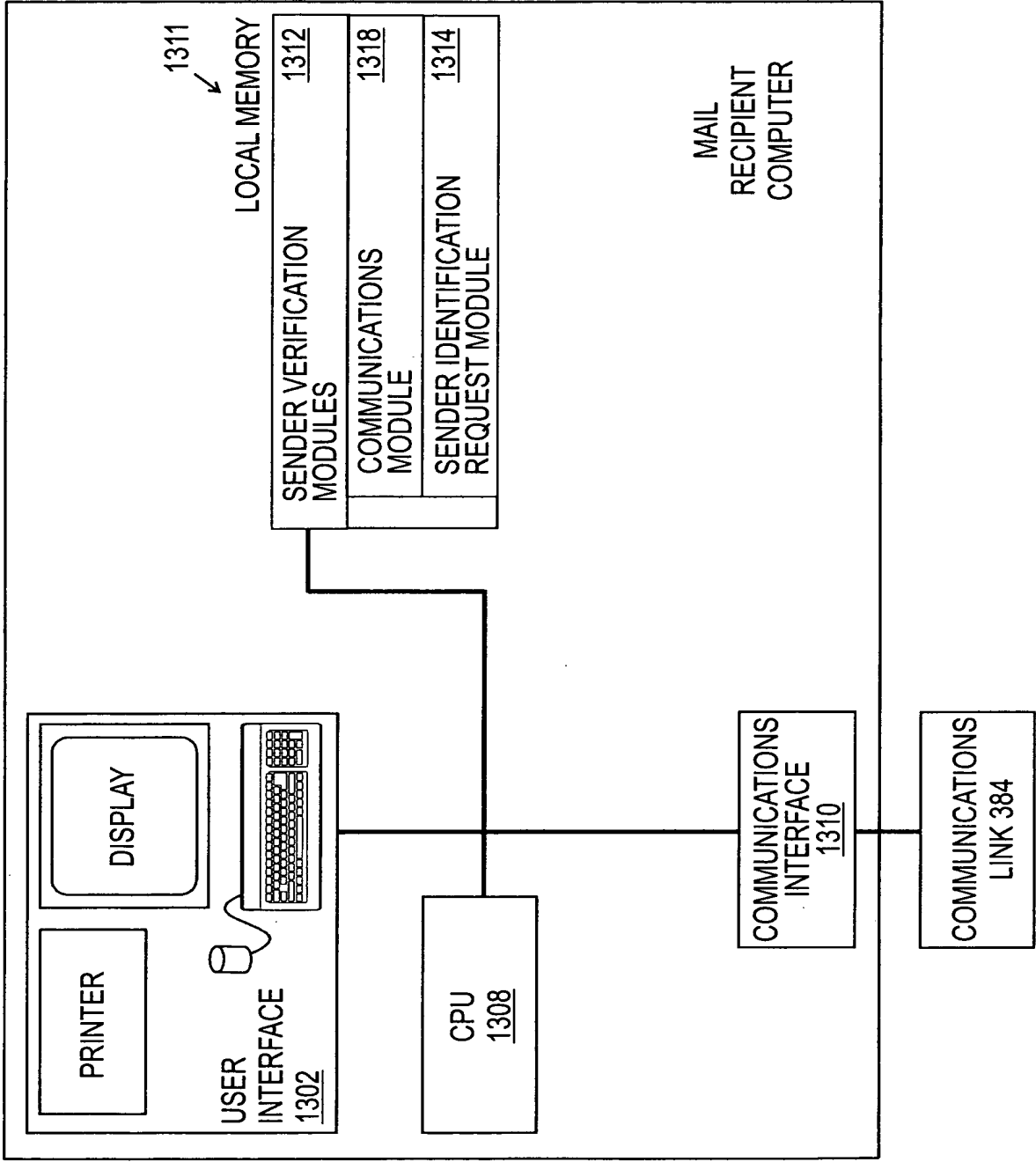


FIG. 36

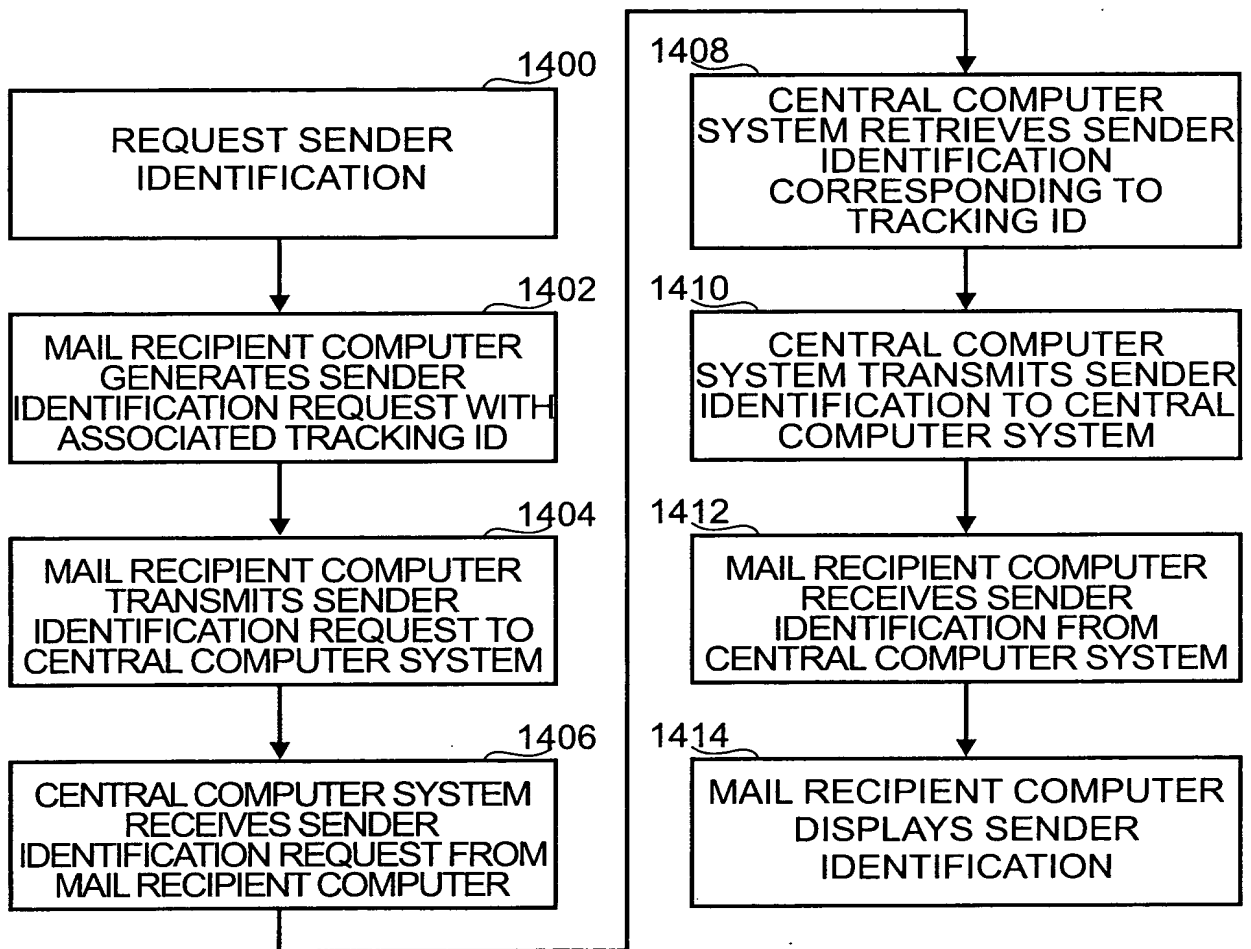


FIG. 37